

**ESTIMATES COMMITTEE  
(1977-78)**

**(SIXTH LOK SABHA)**

**TENTH REPORT**

**MINISTRY OF RAILWAYS**

**PASSENGER AMENITIES**

*Presented in Lok Sabha on..* **28. FEB 1978**



**LOK SABHA SECRETARIAT  
NEW DELHI**

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(1977-78)

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Shri K. S. Bhalla—*Chief Financial Committee Officer.*

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\*Elected w.e.f. 30-11-1977 *vide* Shri Samar Guha resigned and Shrimati Renuka Devi Barkataki, Sarvashri S. Kundu, Janeswar Mishra, Fazlur Rehman and Sher Singh ceased to be members on their appointment as Ministers of State.

## **SUB-COMMITTEE ON PASSENGER AMENITIES (RAILWAYS-)**

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  3. Shri K. Vijaya Bhaskara Reddy
  4. Smt. Mrinal Gore
  5. Shri Shankersinhji Vaghela.
-

## INTRODUCTION

1. The Chairman of Estimates Committee, having been authorised by the Committee to submit the report on their behalf, present this Tenth Report on the Ministry of Railways—Passenger Amenities.

2. This subject was taken up for examination by the Estimates Committee (1976-77). Necessary information was obtained and evidence of non-officials and representatives of the Ministry of Railways (Railway Board) and Planning Commission was taken by them. The Committee however, could not finalise their report due to the dissolution of the Lok Sabha on 18 January, 1977.

3. The Estimates Committee (1977-78) appointed a Sub-Committee to finalise the report on the subject. On the basis of the evidence tendered before the previous Committee (1976-77) and the information furnished to them and also the additional information obtained by the Sub-Committee of the Estimates Committee (1977-78), on Passenger Amenities, the Sub-Committee finalised the report at their sittings held on 25 and 26 October, 1977. The report of the Sub-Committee was considered by the Estimates Committee (1977-78) at their sitting held on 12th December, 1977. The Report was finalised on 7th January, 1978.

4. The Committee place on record their appreciation of commendable work done by the Chairman and Members of the Estimates Committee (1976-77) in taking evidence and obtaining information for this report.

5. The Committee wish to express their thanks to the officers of the Ministry of Railways and Planning Commission for placing before them the material and information which they desired in connection with the examination of the subject and for giving evidence before the Committee.

6. The Committee also wish to express their thanks to the representatives of the Associated Chambers of Commerce and Industry, New Delhi for furnishing memorandum to the Committee and also for giving evidence and making valuable suggestions.

7. The Committee also wish to express their thanks to all the other associations and individuals who furnished memoranda on the subject to the Committee.

(x)

8. For facility of reference the conclusions|recommendations of the Committee have been printed in thick type in the body of the Report. A summary of the conclusions|recommendations is appended to the report (Appendix XVI).

SATYENDRA NARAYAN SINHA,  
Chairman  
*Estimates Committee.*

NEW DELHI;  
January 7, 1978.  

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Pausa 17, 1899(S)



## CHAPTER I

### INTRODUCTORY

#### **General**

1.1. Indian Railways are the main artery of the nation's inland transport. There has been considerable growth in the passengers traffic handled by the Railways during the last 25 years. The number of passengers has more than doubled from 1284 million in 1950-51 to 2946 millions in 1975-76. The Railways carried these passengers in over 5,000 trains for a distance of 148,916 million kms. in 1975-76 as against 66,517 kms. in 1950-51. The number of stations has also gone up from 5,976 in 1950-51 to 7,855 as on 1st April, 1976. The millions of passengers rightly expect the Railways to provide adequate amenities for them both in the trains and on the stations to avoid inconvenience during their train journeys.

1.2. Prior to 1945, amenities to passengers on Indian Railways were provided mostly on an *ad-hoc* basis, according to the requirements at individual stations and there was no uniformity of standard or scale to serve as a yardstick for the provision of amenities on the different railway systems in the country. The Ministry of Railways originally laid down in 1945 the norms for the provision of passenger amenities at the stations. These were, however, for the purpose of Post-war reconstruction and were not to be regarded as absolute for application in all cases.

#### **Definition of Passenger Amenities**

1.3. Items to be classified as passenger amenities were first enumerated in 1950 in the Indian Railway General Code Volume I. An important decision was taken in 1952, laying down that the following minimum amenities must be provided at all stations irrespective of their status or size. These are known as "Basic passenger amenities".

- (i) Waiting halls
- (ii) Benches
- (iii) Suitable arrangements for lighting in waiting halls and booking offices
- (iv) Improved type latrines
- (v) Pucca platform surface
- (vi) Drinking water supply

- (vii) Proper booking arrangements
- (viii) Planting of shady trees.

1.4. Basic amenities for halt stations, whether worked by contractor or departmentally, had been stipulated as follows:

- (1) A rail level platform of suitable length, having regard to the length of the trains stopping at the halt stations;
- (2) A small waiting shed to serve as the booking office also;
- (3) Lighting where trains stop at night; and
- (4) Planting of shady trees.

1.5. At more important, stations, the following additional amenities are to be provided in the order of priority, based on the volume of passenger traffic and other local considerations.

- (i) High level or medium level passenger platforms (wherever such platforms are provided, the surface should be **made pucca after raising the platforms**).
- (ii) Improved lighting arrangements (at places where electricity is available in the town, the railway stations should be electrified. At other stations, gas lights should be provided on passengers platforms, in the waiting halls, over booking counters and on stations approach roads).
- (iii) Covering over passenger platforms.
- (iv) Improved arrangements for dealing with luggage.

1.6. At large stations and junctions, many more amenities such as upper class waiting rooms, retiring rooms, restaurants, refreshment rooms etc. are provided in accordance with the importance of the stations and local requirements.

#### **Norms for the Provision of Passenger Amenities**

1.7. The scale of provision of passenger amenities at stations is based on standard norms which basically take into account the volume of traffic dealt with and *inter-alia* include the number of passengers dealt with, the sale of tickets at booking windows, the time, passengers have to wait for train connections, local conditions, etc. As mentioned earlier, these norms were originally laid down in 1945 for the purpose of post-war reconstruction and were not to be regarded as absolute for application in all cases. The Ministry of Railways reviewed these norms in the light of the recommendations of the Railway Catering and Passenger Amenities Committee, 1977 and desired that while planning amenities for passengers at stations, these norms (Appendix I) should be adopted in partial modification of the norms stipulated in 1945.

1.8. It was also mentioned that while the above norms are to be regarded as a general guide, these could not be considered as suitable for application in all cases. On stations where special consideration was required, keeping in view the importance and peculiar features associated with the place, provision of passenger amenities might be suitably modified at the discretion of the General Manager.

#### **Method of meeting expenditure on passenger amenities**

1.9. Expenditure on works of amenities for passengers and other Railway users is a part of Railways Plan expenditure and the proposed outlay is indicated in the Railway Budget under a specific Plan head. This expenditure is allocated to the Development Fund in pursuance of the recommendations of the Railway Convention Committee, 1949. Works to be classified as "Passenger Amenities" were first enumerated in the Indian Railway General Code Volume I 1950 edition. The Code was revised in the year 1961 and the list of works described as 'Passenger amenities' was expanded to include other rail users' amenities also, chargeable to the same Fund.

1.10. The items of work which are treated as Passenger and other Users' Amenity works and allocated to Development Fund (1) are as follows:

1. Water supply at stations for the use of passengers, including not only general water supply arrangements which are used for providing water for use of railway users in carriages, stations parcel offices and goods shed premises, but also purification plants installed, water coolers—electric or otherwise—, water trollies etc., provided for use of railway users.
2. Provision of waiting accommodation including re-inforced cement concrete and other types of benches at stations, parcel offices, goods sheds etc., including extension or improvements to existing waiting arrangements, to meet the requirements of railway users.
3. Refreshment Rooms, Retiring Rooms and vendors' stalls of all descriptions at stations, parcel offices, goods sheds etc. provided for catering to railway users, except those which the vendors are required by contract to provide at their own cost.
4. Provision or improvement of latrines provided for railway users at stations, parcel offices, goods sheds etc.

5. Miscellaneous improvements, *viz.*, provision of seats, hedges, shade trees on platforms, at stations, parcel offices and goods sheds etc. to cater to the needs of railway users.
6. Raising, extending, widening, surfacing, covering or other improvements on platforms at stations, except when such works are required for other than passenger amenity reasons *e.g.*, extension of platforms at big stations to accommodate full length trains, provision of additional platforms to facilitate crossing of trains. Extension of platform to accommodate full length trains carrying additional coaches provided to relieve over crowding.
7. Provision of additional Foot over bridges, improvements and covering of existing over-bridges or subways within station premises to connect platforms or offices at stations, parcel office, goods sheds etc. to serve the needs of railway users.
8. Provision of bathing facilities at stations for use of passengers. Provision of washable aprons on passenger platform lines. Provision of overhead and/or ground level arrangements at station for filling water in carriages.
9. Provision or improvement of approaches and circulating areas at stations, parcel offices, goods sheds etc. including improved lighting, tonga-car-taxi-cycle rickshaw stands, sheds for bullock and other carts, water troughs, etc., to cater to the requirements of railway users.
10. Improvement to existing carriages such as provision of fans, improved lighting and lavatories, special insulation in roofs, bigger water tanks in carriages, better fittings, etc., intended to provide improved facilities to railway users. Cost of additional coaches to compensate the loss in seating capacity when old coaches are replaced by new coaches which have a lower carrying capacity due to provision of better facilities for users.
11. Improved lighting and provision of fans on platforms or in waiting halls and sheds or vendors' stalls at stations, parcel offices, goods sheds, etc., to cater to the requirements of railway users.
12. Opening of new flag stations or conversion of halts into flag stations, as a passenger facility where there is no financial justification.

13. Exhibition of sheets time tables in glass fronted frames at stations, to serve the requirements of passengers.
14. Works under all the above heads meant to cater to railway users, provided in connection with Melas and required for periods exceeding 6 months\*.
15. Any other works considered essential for meeting the requirements of railways users at any station, e.g., provision of Information office or kiosks, provision of public announcement systems, etc.

1.11. The need for providing adequate amenities to the passengers especially the IInd Class passengers has been stressed in the past by the Estimates Committee. In their 25th Report on 'Passenger Amenities' the Estimates Committee of (1955-56) had observed that "the facilities and treatment afforded by the Railways—the greatest national undertaking to the IIInd class passengers should be taken as a rough index of the progress of the country towards the socialistic pattern of society." A gain in their 65th Report the Estimates Committee (1964-65) had observed that "a major portion of the Railways' income from passengers has all along been derived from IIIrd class passengers. The amenities provided by the Railways to these passengers are, therefore, of vital importance."

1.12. Recently, the Minister of Railways in his broadcast on 9th April, 1977 stated that "the resources mobilised have to be used fruitfully also for providing facilities and amenities to the travelling public. Our perspective will be not to lose sight of the balance between the urgent requirements of the travelling public and the claims of the Railways employees."

1.13. The extent to which the various amenities have been provided to the passengers, the difficulties experienced in providing these amenities, the measures which have been taken or are necessary for the convenience of the passengers, etc., are some of the basic points which have been dealt with in the subsequent chapters of this Report.

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\*Works of this nature required for periods for less than six months are treated as temporary and charged to ordinary Revenue under paragraph 937—G.I.

## CHAPTER II

### PASSENGER AND OTHER RAILWAY USERS' AMENITIES

#### (a) Review of list

2.1. A Betterment Fund was created with effect from 1-4-1946 with the specific purpose of undertaking expenditure on amenities to passengers and on works connected with staff welfare and other unremunerative works. At this stage, a list of passenger amenities was also drawn up which included the following items:—

1. Provision and improvement of latrines.
2. Water supply.
3. Waiting rooms and Festival sheds.
4. Refreshment rooms and Tea Stalls.
5. Raising, surfacing and covering of platforms.
6. Provision of new overbridges and subways (excluding those connecting platforms) and covering of existing overbridges.
7. Improvement in existing carriages including improved lighting in trains.
8. Improved lighting of station platforms.
9. Provision of bathing facilities at stations.
10. Improved station approaches.

2.2. The Railway Convention Committee, 1949 held the view that proper emphasis should be placed on the provision of amenities for the travelling public particularly those using the lower class of travel. For this purpose, the Development Fund was created with the proviso that Rs. 3 crores per annum should be earmarked for passenger amenities. At this stage, the following additional items were added to the list of passenger amenities that had been drawn up at the time of setting up of the Betterment Fund:—

1. Washable aprons on passenger platform lines.
2. Halts or the station building of halts converted into stations on specific representations from the public.

3. Exhibition of sheet time tables in glass fronted frames at stations.
4. Improvement of existing dynamos and batteries in coaching stock to secure additional load for the benefit of passengers.
5. Works coming under all these heads provided in connection with Melas, unless they are not of a purely temporary nature.
6. Any other works considered essential for meeting the requirements of passengers or traders at any station e.g., better sitting of and improvements and additions of Booking Offices, provision of information offices or kiosks.

2.3. The criteria for drawing up the list was stated to be that it should include only such items as could be directly identified as passenger amenities.

2.4. The Railway Convention Committee 1954 enlarged the scope of amenities to include *all users of Railway transport*. Therefore, from 1-4-1955 Development Fund began to bear not only the cost of passenger amenity works, but also other railway users' amenity works. At this stage the following items were added to the list.

1. Improvement to goods sheds, loading and unloading platforms, waiting sheds for the trading public.
2. Provision of coal dumps at transshipment points.
3. Conversion of NG lines into MG or BG lines at the special request of the public.

2.5. The Estimates Committee (1955-56) in their 23rd report reviewed the scope of these works and suggested that the term "passenger amenities" should be redefined in conformity with the popular conception of the term. They observed as follows:--

"They are unable to believe that it was the intention of either the Convention Committees of 1949 or that of 1954 that the small sum of Rs. 3 crores should be diverted to the expenditure on big station buildings or on conversion of one type of station to another or on conversion of narrow-gauge line into metre gauge or broad lines. They are left unconvinced by the argument put forward by the Railway Board during discussion that these works, being non-remunerative and therefore having no financial justification

are Passenger Amenities and should be treated in accounts as such. The Committee feel that the common man would not interpret the term 'Passenger Amenity' in the wide sense in which the Railways would like to construe it. They therefore recommend that immediate steps should be taken to re-define the term 'Passenger Amenity' in conformity with the popular conception of the term. As regards the works that are now being charged to this head on the ground that they have no financial justification, it is suggested that, if necessary, some other suitable accounting device may be introduced just as the one for unremunerative operating improvement works. The lot of the Railway users particularly the 3rd class passengers is by no means happy, and there is no justification for depriving them of the benefit accruing from the comparatively small sum provided for their amenities."

2.6. In pursuance of the recommendations of the Estimates Committee, a review was made and the provision of coal dumps, conversion of narrow gauge lines into metre gauge or broad gauge and fire fighting equipment at stations and sheds were removed from the list of passenger amenities. It was also clarified that in any schemes of remodelling of big stations, particular works directly attributable to railway users' amenities should be segregated and charged to Development Fund.

2.7. Again in 1961 based on the deliberations of the National Railway Users Consultative Committee, the following items were deleted from the list of passenger amenities:—

1. Overhead watering arrangements,
2. Retiring Rooms,
3. Provision of new over bridges or subways,
4. Generating equipments, refrigerators in dining cars,
5. Washable aprons on passenger platform lines,
6. Better sitting or improvements or additions to booking offices, parcel or goods delivery windows, improved arrangements dealing with luggage, self-printing or ticket issuing machines.

2.8. The Railway Convention Committee 1965 enhanced the amount to be allotted to passenger amenities from 3 crores to Rs. 4 crores per annum. In view of the increased allotment, a further re-



view of this list was done particularly of those items which had been deleted in 1961 and the following 3 items were added to the list.

1. Provision of Retiring Rooms,
2. Provision of additional footover bridges at railway stations,
3. Provision of washable aprons on passenger platform lines.

2.9. In March, 1967, the Prime Minister in a communication to the Railway Minister stated that it may be possible to reduce the scope and expenditure on amenities for passengers in stations and divert funds for works to improve line capacities and thereby run more trains to relieve over-crowding. In view of this directive, a further review was carried out and the following two items were also included in the list of passenger amenities:—

1. Extension of platforms to accommodate full length trains carrying additional coaches provided to relieve over-crowding; and
2. Cost of additional coaches to compensate the loss in seating capacity when old coaches are replaced by new coaches which have a lower carrying capacity due to provision of better facilities.

2.10. As regards the reasons for treating expenditure on improvement to coaches also as expenditure on passenger amenities, it has been stated that the provision of fans, improved lighting lavatory etc. in the existing carriages over and above the scale of facilities originally provided, are items of better amenities to passengers. Similarly, when existing coaches with larger seating capacity are replaced with new types of coaches which have additional leg space, wash basins and better bathrooms etc., there is a loss in the seating capacity and additional coaches have to be built to make up this loss in seating capacity, necessitated by way of provision of better amenities to passengers. The cost of such coaches only is allocated to DF(1) relating to 'Passenger Amenities'. Replacement of coaches on "Coach to coach basis" is however, charged to Depreciation Reserve Fund and new coaches on additional account are charged to capital.

2.11. In their Fourth Report on Commercial and Allied Matters, the Railway Convention Committee (1971) had recommended in March, 1973 as follows:—

"The Committee recommend that the question whether the provision of a particular facility like the cost of addition-

al coaches to compensate loss of seating capacity, extension of platforms, raising of platforms, etc., should be treated as part of the normal obligation of the Railways as a public carrier or the same should be treated as Users' amenity and expenditure thereon should be debited to the Development Fund, should be gone into thoroughly by the Railways by associating a few representatives of the National Railway Users' Consultative Committee and their suggestions in this regard should be placed before the next Railway Convention Committee for their consideration."

2.12. The Ministry of Railways accepted the recommendation in March, 1974 and stated that a review as suggested, by associating some members of the National Railway Users' Consultative Committee will be carried out.

2.13. Asked about the action taken in this regard by the Ministry of Railways, the Committee were informed that the National Railway Users' Consultative Council did not function from 1-7-72 to 5-3-76. It had been constituted on 6-3-76 for a period from 6-3-76 to 30-6-78 and the recommendation made by the RCC was being referred to six members of NRUC. In a note submitted in November, 1977, the Ministry of Railways however stated that with the dissolution of the Lok Sabha in January, 1977, the NRUC had no representatives of the Lok Sabha. So far no member of the Lok Sabha had been nominated to the NRUC. In view of the time-lag that had occurred and as the Ministry of Railways were already on their own considering in consultation with Comptroller and Auditor General a revision of the list of Passenger Amenities, it was proposed to suggest for the consideration of the Railway Convention Committee that their earlier recommendation to revise the list in consultation with some members of the NRUC might kindly be reconsidered.

2.14. The Committee also enquired during evidence the logic behind putting under passenger amenities items like construction of coaches, widening and extending of platforms and so on. The Chairman, Railway Board, stated as follows:—

"You have touched a point which is very difficult to answer. We are having a look on this question...."

2.15. The Committee were subsequently informed that the Railway Ministry had recently decided to remove from the list of passen-

ger amenities work relating to extension and raising of platforms and charge the same to Accident Compensation, safety and Passenger Amenities Fund.

2.16. The Committee note that the list of passenger amenities as it stands at present includes items like provision and improvement of approaches and circulating areas of goods and parcel offices, opening of new flag stations or conversion of halts into stations, washable aprons on passenger platform lines, etc, which can hardly be considered as passenger amenities. As far back as March, 1956 the Estimates Committee in their 23rd Report had observed that they were unable to believe that it was the intention of either the Convention Committee of 1949 or of that of 1954 that the small sum of Rs. 3 crores should be diverted to the expenditure on big station buildings or on conversion of one type of station to another or on conversion of narrow gauge line into metre gauge or broad lines. The Committee felt that the common man would not interpret the term of passenger amenity in the wide sense in which the Railways would like to construe it. The Committee, therefore, recommended that immediate steps should be taken to redefine the term passenger amenity in conformity with the popular conception of the term. The Committee are surprised to find that certain items which were deleted from the list of passenger amenities in 1961 as a result of review were again added to it in 1965, consequent upon the increase in the allotment of funds for passenger amenities from Rs. 3 crores to Rs. 4 crores per annum thereby defeating the very purpose of enhancement of the fund. Two more items were again added in 1967 to the already long list of passenger amenities. The Committee also find that the Railway Convention Committee had recommended in March, 1973 that the question whether the provision of such facilities should be treated as a part of the normal obligation of the Railways as a public carrier or the same should be treated as 'Users' amenity and the expenditure thereon should be debited to the Development Fund, be gone into thoroughly by the Railways by associating a few representatives of the National Railway Users' Consultative Committee. The Committee note that the NRUCC did not function from 1972 to March, 1976. Even after the constitution of the new NRUCC on 6 March, 1976 the matter was not referred to it. It has been stated by the Ministry in November, 1977 that with the dissolution of Lok Sabha in January, 1977, the NRUCC has no representatives of the Lok Sabha and new members have not been nominated to NRUCC so far. The Ministry of Railways have also stated that in view of the time lag that has occurred and as the Ministry of Railways are already on their own considering in consultation with the Comptroller and Auditor General a revision of

the list of passenger amenities, it is proposed to suggest for the consideration of the Railway Convention Committee that their earlier recommendation to revise the list in consultation with some Members of NRUCC may be reconsidered. The Committee regret to note that instead of implementing the recommendation of Railway Convention Committee which was made as far back as March 1973 and which was accepted by the Ministry of Railways, the Ministry now propose to refer the matter back to the Railway Convention Committee for their reconsideration. The Committee regret that even when the new Lok Sabha has been in position for over eight months, the Ministry have not so far arranged for the representation of members of Parliament on the NRUCC in place of the old representatives. The Committee recommend that the representation of the members of Lok Sabha on NRUCC may be expedited and the list of passenger amenities reviewed without delay in consultation with the representatives of the NRUCC.

2.17. The Committee consider that only these items or services should be included in the list of passenger amenity works are really meant to cater to the comforts and convenience of the passengers and are not related to the operational or other requirements of the Railways as a carrier. The Committee, therefore stress that the list of passenger amenities should be carefully reviewed so as to retain only those items which strictly constitute passenger amenities proper and conform to the popular conception of the term 'passenger amenities'.

2.18. The Committee further note that 'other users' amenities like provision and improvement of goods and parcel offices, provision of additional foot-over bridges to connect parcel offices and goods sheds, etc. have also been included in this list which are also charged to the same Fund. They feel that the term "other Railway Users Amenities" may need modification so that the meagre amount allotted for passenger amenities is really spent for this purpose in the large interest of travelling public.

2.19. The Committee also recommend that the list so revised should be placed before Parliament. The additions/alterations to the list whenever made should also be placed before Parliament so that Members get a timely opportunity to express their views.

#### (b) Provision of Amenities

2.20. As mentioned in Chapter I, paragraphs 1.3 to 1.7, the Ministry of Railways have specified the various amenities provided to

the passengers and the norms/guidelines have been laid down for the provisions of these amenities. It is, however, noticed that there is a long list of passenger amenities works in all Zonal Railways which have been approved but kept in abeyance for want of funds. There are several pending works even in respect of basic amenities at the stations like provision of urinal block, improvement to water supply, provision of waterborne latrines and urinals, etc. Some of the illustrative works which have been approved and kept in abeyance are as follows:—

1. Shankargarh (Central Railways)—Improvement to water supply (pending since 1972-73)
2. Jhusi (North Eastern Railway)—taking water supply from Municipal Board, Allahabad (pending since 1972-73).
3. Provision of acqua type latrines at 10 stations on South Central Railway (pending since 1973-74).
4. Drinking water arrangements and provision of water taps at 7 stations on South Central Railway (pending since 1973-74).
5. Provision of tube-wells at Titire, South Eastern Railway (pending since 1970-71).
6. Provision of water borne latrines and urinals at Krishnaganj at North East Frontier Railway (pending since 1974-75).
7. Providing water hut, urinals for ladies etc., at Virer (Western Railway).

2.21. The Committee enquired the reasons for not providing even the basic amenities to the passengers at all the stations. They were informed during evidence that a review was carried out by all the Zonal Railways in the year 1974-75 in respect of the passenger amenities. From the reports received from the different Railways it was noticed that although basic amenities had been provided at all the stations, these were not as per the norms laid down at a number of stations. This was due to the fact that the passenger traffic was going up and the amenities provided a few years back were not enough for the present level of traffic. The Chairman, Railway Board also stated that the money for providing passenger amenities had to come from the Development Fund. When the Railways were having surplus, it was thought that the formation of a

Development Fund and keeping some money specifically for passenger amenities would ensure that Railways would spend money for this purpose. If it were to be charged to capital, the remunerativeness had to be proved on paper. To get over the problem and to make some headway in respect of the provision of passenger amenities, this method was adopted. From 1965 onwards, the Railways did not have any surplus and their contribution to Development Fund was nil. The money was therefore, borrowed from the General Revenues. In fact, they had not been able to spend even the amount of Rs. 4 crores per annum on passenger amenities as recommended by the Railway Convention Committee in 1965 because the Ministry of Finance and the Planning Commission indicated in the discussions that so long as the Railways were not generating surplus and budgetary support was required for development works from General Revenues, it would not be possible to allocate more money for passenger amenities.

2.22. As regards the extent of deficiency in providing passenger amenities and the amount required for the purpose, the Committee were informed that the financial requirements to make up the deficiency might be of the order of Rs. 75-80 crores. Zone-wise and item-wise break up is given in Appendix II.

2.23. The Committee also enquired the reasons for non-execution of even approved works, which must have been approved taking into consideration the availability of funds. They have been informed that the availability of funds is taken into account before approving the list and making allotments. However, very often the value of the work undergoes upward revision due to increase in cost of materials and labour which on account of limited availability of funds under this head, results in prolonging the time of execution of work. Sometime, the emphasis on the works also shifts and funds may have to be diverted to such items as Budha Jayanti, Delhi Trade Fair and Kumb Mela etc. This will naturally have an effect of delaying taking up a work or completion of the same, if already started.

2.24. It is also noticed that considering the limited resources available for providing passenger amenities, the Railway Convention Committee (1971) recommended in their Fourth Report in March, 1973 that a perspective plan may be drawn up for provision of the much needed amenities and priorities laid down (zone-wise) for the provision of additional amenities according to the requirements of passenger traffic. Although, this recommendation was accepted by Government in 1973, no action had been taken to prepare such a plan.

2.25. As regards the reasons for not laying down such priorities, the Ministry of Railways had stated in a written reply that with the changing pattern of traffic and difficulty of resources, it might not be practicable to lay down any long term perspective plan with definite priorities. The Chairman, Railway Board, however, agreed during evidence that it was possible to draw up a perspective plan and there was no difficulty about that.

2.26. The Committee were subsequently informed that the relative priorities of various amenities to be provided at the stations are as indicated below:—

- (i) Drinking water
- (ii) Waiting hall and shelters for passengers.
- (iii) Shady trees.
- (iv) Improved type of latrines.
- (v) Benches.
- (vi) Improved lighting arrangements.
- (vii) Lengthening and raising of platforms.
- (viii) Improved platform surface.

After first fulfilling the above needs, provision of other amenities is taken up.

2.27. The Committee were also informed that a definite programme to make good that deficiencies had not been drawn up because this would very much depend upon the priorities and availability of funds. In the meanwhile, the Ministry was considering the question of removing the following items from the purview of "Users' Amenities" list, in which case it might be possible to provide amenities to passenger, which were now deficient or were not up to norms laid down, at a faster rate than at present:

- (i) Raising, lengthening and widening of platforms.
- (ii) Provision, widening and extension of foot-over bridges or sub-ways between platforms.
- (iii) Wall or fencing around station yards.

2.28. It was also stated that provision of additional passenger amenities was a continuous process as the number of passengers

using the same would be changing. However, the present requirements would be reviewed and plans would be drawn to provide them to a time bound programme.

2.29. As regards provision of amenities, in coaches, the Minister of Railways in his budget speech in Lok Sabha on 11 June, 1977 stated:

"In order to ensure provision of certain basic amenities to second class passengers, I have issued instructions that a prototype second class coach should be manufactured with more toilet and better water supply facilities than now available, so that long distance passengers, particularly on trains with only a few spots, will not suffer from the lack of these conveniences. After manufacture and satisfactory trial of the prototype coach, action will be taken for its introduction as early as possible. In the meantime, suitable measures have been initiated, to ensure that adequate drinking water supply is available both at stations and on trains, particularly during the current summer rush. I am also considering provision of some type of not very expensive padded cushion beds in the second class sleeper coaches of certain long distance trains, so that common men may travel without having to carry their own beddings."

2.30. The Ministry of Railways informed in November, 1977 that as per the above assurance, a formal order had been placed on the Integral Coach Factory, Perambur, Madras on 7-7-77 for the manufacture of one prototype: B. G. Second Class 3-tier Sleeper-coach. The design of this coach had also been finalised. This coach would be 23.165 metre (76 ft.) long, i.e. 1.8 metre (6ft.) longer than the existing coaches in service. It would have six toilets as against four in the existing ones. All the berths and backrests would be cushioned and there would be three fans in each bay as against two in the existing coaches. Adequate space would be provided for keeping meal trays, drinking water containers and linen for supply to the passengers. There would be a marginal increase in the carrying capacity, namely, 77 as against 75 in the existing coaches.

The prototype coach was expected to be turned out by ICF for trials next year. After satisfactory trials with this prototype coach, action would be taken for bulk manufacture to meet requirements of long—distance superfast trains.



2.31. The Committee find that the Railways have enumerated the various amenities to be provided to the passengers and have also laid down the norms/guidelines for providing these amenities. They, however, regret to note that the Railways have failed to provide these amenities as per the norms at all the stations. This has been stated to be due to inadequacy of funds provided for passenger amenities out of the Development Fund. While the plea of inadequacy of funds could justify the postponement of the provision of some of the additional amenities, it is distressing that the passengers should be denied even the minimum facilities termed as 'basic amenities' by the Railways like drinking water, toilet facilities, waiting halls, proper booking arrangements, etc. at all the stations as per the approved norms.

2.32. The Committee also regret to note that inspite of the recommendation of the Railway Convention Committee in their Fourth Report in March, 1973, no perspective plan has been prepared for provision of the basic amenities. They recommend that immediate action should be taken to prepare such a perspective plan so that within the funds available for passenger amenities, the amenities which are needed most in the interest of passengers are provided on a priority basis.

2.33. The Committee note that the Ministry of Railways are proposing to draw a time-bound programme to provide passenger amenities. The Committee urge that the Ministry of Railways should prepare the programme expeditiously and it should be ensured that these amenities as per prescribed norms are actually provided according to the programme laid down. Specific mention of the deficiencies and the concrete action taken to provide them should be made in the Annual Reports of the Zonal Railways as well as the Ministry of Railways.

2.34. The Committee also note that in order to ensure provision of certain basic amenities in coaches to second class passengers, better type of second class coaches for long distance super-fast trains, with more toilets, fans, cushioned berths and back rests as well as facilities for keeping the meal-trays, drinking water containers and linen for supply to the passengers, are proposed to be introduced. The Ministry have stated (November, 1977) that orders have been placed on the Integral Coach Factory, Perambur for the manufacture of one prototype B.G. Second Class 3-tier Sleeper Coach with these facilities which is expected to be turned out for trials next year (1978). The action for bulk manufacture of such coaches would be taken after satisfactory trials with the prototype

coach. The Committee desire that the prototype coach should be got ready at the earliest and after satisfactory trial such coaches should be introduced progressively on all long distance routes to provide better service to long distance passengers.

### (c) Provision of Funds

2.35. The Railway Convention Committee (1949) recommended that a sum of Rs. 3 crores per annum should be earmarked for expenditure on passenger amenities. The Railway Convention Committee (1954) enlarged the scope of amenities to passengers so as to include all facilities required by 'Users' of Rail transport. The Railway Convention Committee (1965) recommended that the provision for Railway Users' amenities to be provided from the Development Fund might be raised from Rs. 3 crores to Rs. 4 crores per annum during the next five years.

A statement showing the original Budget Estimates, Revised Estimates and the actual expenditure incurred by each of the Zonal Railways during each of the Fourth Five Year Plan is given in Appendix III. It will be seen from the statement that as against a sum of Rs. 4 crores per annum recommended by the RCC, the actual expenditure on passenger amenities during the Fourth Five Year Plan was Rs. 19.54 crores. This, however, included expenditure for improvement to rolling stock amounting to Rs. 6.05 crores.

### *Expenditure during Fifth Five Year Plan*

2.36. It is seen that the allotment of funds and the expenditure on passenger amenities during the Fifth Five Year Plan has been much lower than the amount of Rs. 4 crores per annum recommended by the Railway Convention Committee. The year-wise position in this regard was stated to be as follows:—

1974-75: The Railways had proposed an amount of Rs. 4.06 crores under the head "Users' Amenities". The Planning Commission, however, approved an amount of Rs. 3 crores for Users' Amenities. While framing their Budget for that year Railways, however, earmarked an additional amount of Rs. 0.80 crores for passenger amenity items (provision of additional capacities to compensate for loss of seating capacity available in older type of coaches condemned/replaced) from within the outlay available under the Plan head 'Rolling Stock' and thus a total amount of Rs. 3.80 crores was earmarked in the Railway

**Budget 1974-75 for Users' Amenities.** The actual expenditure was however only Rs 2.2 crores.

**1975-76:** When the Annual Plan for 1975-76 was being formulated, intimation was received from the Planning Commission that the Plan outlay for that year was not likely to exceed the level of 1974-75. The Railways' Annual Plan was, therefore, prepared accordingly and an amount of Rs. 3.3 crores (against Rs. 3 crores approved by the Planning Commission for 1974-75) was sought under the plan head 'Users' Amenities. In addition to the same, an amount of Rs. 0.7 crores to be spent on passenger amenity items was included in the outlay of Rs. 148 crores proposed for Rolling Stock, thus making a total of Rs. 4 crores for Users' Amenities. The Planning Commission however, approved an outlay of Rs. 3 crores under 'Users' Amenities and so far as Rolling Stock was concerned, a severe cut of Rs. 25 crores was imposed by the Planning Commission. Consequently, the amount of Rs. 0.7 crores earmarked for passenger amenities rolling stock items had to be provided in the Budget for that year from within the outlay of Rs. 3 crores approved by the Planning Commission under the head Users' Amenities. Thus only Rs. 3 crores could be allotted under the head 'Users Amenities' in this year. The actual expenditure, however, was Rs. 3.49 crores.

**1976-77:** In their Annual Plan for 1976-77 the Railways again proposed an amount of Rs. 4 crores for Users' Amenity items (Rs. 3 crores under Plan head 'Users Amenities' and Rs. 1 crore under passenger amenity items under the head Rolling Stock). The Planning Commission, however, approved a provision of only Rs. 2 crores under the Plan head 'Users Amenities' and with the provision of Rs. 0.90 crore made for passenger amenity items under Rolling Stock the total provision made in the Railway Budget amounted to Rs. 2.90 crores.

2.37. As regards the reasons for low allocation of funds, the Committee were informed that during discussions of the Railways' annual plans for 1975-76 and 1976-77 while no specific reasons for providing reduced outlays under Users' Amenities were indicated by the Planning Commission, on the overall basis, the Planning Commission mentioned that there was severe constraint on the resources

in the national economy which necessitated provision of funds under different sectors/Plan heads to correspond to the overall availability of resources.

2.38. As regards outlay for 1977-78 and 1978-79 it has been stated that for their Annual Plan 1977-78 Railways had sought an amount of Rs. 20 crores under the four Plan heads viz., Staff quarters, Staff welfare, Users Amenities and other specified works including Rs. 4 crores for Users' Amenities. Against this, the Planning Commission have approved a combined outlay of Rs. 15 crores. Within this amount, it is proposed to earmark an amount of Rs. 3 crores for Users Amenities. In addition to the same, it is further proposed to provide Rs. 1 crore for passenger amenity items from within the outlay approved by the Planning Commission for Rolling Stock. Thus, the overall outlay to be earmarked for Users Amenity items in 1977-78 is proposed as Rs. 4 crores. So far as 1978-79 is concerned, the Railways intend to suggest an outlay of not less than Rs. 4 crores for users' amenity items while formulating their proposals.

2.39. As regards the reasons for the actual expenditure incurred during 1974-75 being less than even the amount allotted by the Planning Commission, it was stated that variations during 1974-75 were due to cuts imposed by the Government on all the plan heads including passenger and other Users' amenities to achieve economy.

2.40. Asked about the views of the Ministry of Railways in this regard, the Chairman, Railway Board stated during evidence:

"Getting money from Finance Ministry and the Planning Commission is very difficult. The cut has been fairly heavy not only on passenger amenities but also on many other things. We were very anxious to get funds, since there were large number of works pending some of them for 2 or 3 years."

"The need for developing some of these amenities is definitely there particularly with an increase in the growth of passenger traffic. We have to improve watering arrangements at a number of stations. The question is that of funds. We have got a large number of works and schemes. The restriction of Rs. 2.5 crores will not allow us to go ahead with these works and schemes. The minimum should be Rs. 4 crores which the Railway Convention Committee has recommended."

2.41. It is noticed in this connection that there has been considerable increase in the passenger traffic and passenger earnings since

1965 when the Railway Convention Committee recommended a provision of Rs. 4 crores per annum for Passengers and other Users' Amenities. The number of passengers has gone up from 2082 millions in 1965-66 to 2946 million in 1975-76. The earnings from passengers have more than doubled from Rs. 219 crores to Rs. 514 crores during this period. There has also been considerable escalation of costs. On the other hand, the expenditure on passengers and other users amenities has come down and it was only Rs. 2.21 crores and Rs. 3.49 crores during the first two years of the Fifth Five Year Plan (1974-75 and 1975-76) which works out to only 0.15 per cent and 0.19 per cent of the total traffic earnings during these years.

2.42. From a note furnished to the Committee it is also seen that the revenue earned by the Railways from the sale of platform tickets, parking charges at Stations and Commercial advertisements during the first two years of Fifth Five Year Plan (1974-75 and 1975-76) was as follows:—

(In lakhs of Rupees).

| Year          | Sale of platform tickets | Parking charges at stations | Commercial advertisements at stations, on the time-tables, in the trains, over the Public address system etc. | Total  |
|---------------|--------------------------|-----------------------------|---|--------|
| 1974-75 . . . | 172.70                   | 9.31                        | 109.05  | 291.06 |
| 1975-76 . . . | 245.78                   | 11.02                       | 119.99  | 376.79 |

2.43. Asked whether the money earned from these sources should not be earmarked for expenditure on passenger amenities in addition to the present fixed annual sum set aside in the budget for such works, the representative of the Ministry of Railways stated during evidence that it would go contrary to the basic concept of not appropriating the revenue earned for expenditure in this manner. For example, the foreign exchange earned by one Ministry was not earmarked for use exclusively by that Ministry or by a particular State from which exports originated. That idea would mean a basic change. It was also added that if the amount earned from these resources was earmarked for passenger amenities, to that extent, the money would be correspondingly less under the head of the General Revenues for meeting other expenditure.

2.44. The Committee regret to note that there has been inadequate allotment of funds for passenger and other Users' amenities. It was in 1965 that the Railway Convention Committee recommended a provision of Rs. 4 crores per annum for this purpose during the next five years. Since then, there has been considerable escalation of costs. The number of passengers has gone up from 2082 million in 1965-66 to 2946 million in 1975-76 and the earnings from passengers has more than doubled (from Rs. 219 crores to Rs. 514 crores) during this period. Considering the large increase in passenger traffic, passenger earnings as well as escalation of costs it was expected of the Railways to step up considerably the expenditure for providing amenities to the passengers also. It is, however distressing to find that, on the contrary, even the amount of Rs. 4 crores per annum as recommended by the Railway Convention Committee has not been spent on this account and the total expenditure during the first three years of the Fifth Five Year Plan (1974-75 to 1976-77) has been barely Rs. 7 crores. The result is that even the basic amenities like provision of drinking water, urinals, latrines etc. continue to remain deficient at many of the Stations.

2.45. The Committee were informed by the Chairman, Railway Board during evidence that there has been difficulty in getting the amount for this purpose from the Planning Commission. That the Planning Commission should have applied a cut to even the paltry sum of Rs. 4 crores per annum is regrettable. But what is worse is that the Ministry of Railways themselves asked for an allotment of only Rs. 3.03 crores and 3 crores under the plan head "Users' Amenities" during 1975-76 and 1976-77 respectively. Evidently, the Ministry of Railways themselves have not been very keen to incur expenditure even of this minimal amount of Rs. 4 crores on providing the basic passengers amenities.

2.46. As compared to revenue earnings, the expenditure on passengers and other users' amenities has worked out to only 0.15 per cent and 0.19 per cent in 1974-75 and 1975-76. This can by no means be considered as adequate for providing amenities to the millions of passengers. It is interesting to note that the expenditure incurred on passenger amenities in 1974-75 and 1975-76 was even less than the revenue earned from the sale of platform tickets, parking charges at stations and the commercial advertisements on the platforms, coaches etc. (the expenditure incurred being only Rs. 2.20 crores and 3.49 crores as against the revenue of Rs. 2.91 crores and 3.77 crores during 1974-75 and 1975-76 respectively). The Commit-

tee stress that the amount provided for passenger amenities should be enhanced considerably and a reasonable percentage of earnings from the passengers should be earmarked for providing amenities both on the stations and in the trains which in no case should be less than Rs. 4 crores (related to the price level obtaining in 1965).

2.47. The Committee further suggest that there should be separate allotment of funds for amenities to 'passengers' and 'other Railway users'. The expenditure incurred on these items should also be recorded separately with a view to presenting a clear picture in regard to allotment of funds and incurring of expenditure on passenger amenities as distinct from that on 'other Railway users'.

(d) Expenditure by different Zonal Railways

2.48. It is seen that the budget allotment and expenditure on passengers and other users' amenities has varied widely in respect of the various Zonal Railways. The amount allotted (original budget estimates) and the actual expenditure incurred by each Railway during the Fourth and Fifth Five Year Plans was as follows:

| Railway               | Expenditure during Fourth Five Year Plan (Rs. in lakhs.) |               |
|-----------------------|--|---------------|
|                       | Total  |               |
|                       | B. E.<br>(voted)   | Actuals<br>** |
| 1. Central            | 221.14   | 413.26        |
| 2. Eastern            | 176.46   | 259.44        |
| 3. Northern           | 217.75   | 312.66        |
| 4. North Eastern      | 107.72   | 113.73        |
| 5. Northeast Frontier | 83.27  | 63.37         |
| 6. Southern           | 158.44   | 128.81        |
| 7. South Central      | 170.77   | 155.41        |
| 8. South Eastern      | 129.02   | 134.97        |
| 9. Western            | 194.25   | 372.63        |
| 10. Railway Board.    | 511.09   | ..            |
|                       | 1969.91  | 1954.28       |

\*\*These figures include expenditure under DF (1) for improvement to Rolling Stock.

Expenditure during Fifth Five Year Plan (1974-75 and 1975-76) was as under:

(Rs. in lakhs)

| Railway               | Total           |              |
|-----------------------|-----------------|--------------|
|                       | B.E.<br>(voted) | Actuals<br>* |
| 1. Central .          | 54.39           | 46.72        |
| 2. Eastern .          | 55.35           | 46.17        |
| 3. Northern           | 96.85           | 140.14       |
| 4. North Eastern .    | 72.73           | 115.45       |
| 5. Northeast Frontier | 12.13           | 10.48        |
| 6. Southern           | 66.07           | 55.58        |
| 7. South Central .    | 39.02           | 29.54        |
| 8. South Eastern .    | 31.63           | 29.93        |
| 9. Western .          | 45.31           | 95.64        |
| 10. Railway Board     | 136.57          | ..           |
|                       | 610.05          | 569.76       |

2.49. The Committee enquired the basis for allotment of funds to the different Zonal Railways. They have been informed that each Zonal Railway finalises annually a list of 'Users' Amenities works in consultation with their zonal and Divisional Consultative Committees and submits the same to the Railway Board. The Railway Board after scrutiny of the various items allots funds in consideration of overall priorities and type of work to be executed on each Railway based on monsoon conditions, climatic considerations, passenger services, etc.

2.50. As regards variations between the budget estimates and the actual expenditure, it was stated that the overall variation during the Fourth Plan period was only 2.2 per cent which is minor. Variations during 1974-75 were due to cuts imposed by the Government on all the Plan heads including passenger and other users' amenities to achieve economy. In 1975-76 the actuals were higher than the budget estimates.



2.51. The Committee find that there have been wide variations in the amount allotted for passenger amenities to different Zonal Railways. It has been stated that the allotment of funds is made after considering overall priorities and type of work to be executed on each railway based on monsoon conditions, climatic conditions, passenger services, etc. The Committee stress that in view of the fact that even the basic amenities as per norms are lacking at various stations, top priority be given to the provision of funds to zonal railways for providing basic amenities at these stations. The Committee would like the Railway Board to evolve guidelines regarding the basis of allotment of funds for passenger amenities in consultation with the NRUCC for observance by the zonal railways in order to ensure that there is a broad uniformity in the provision of these amenities among the various zonal railways as also among the stations of the same category.

2.52. The Committee are also surprised to find that in spite of the fact that there is a long list of approved works pending for execution on all railways even for basic amenities, the actual expenditure incurred on providing passenger amenities by some of the Railways e.g. Southern, South-Central and Northeast Frontier has been lower than even the meagre amount allotted to them. The Committee cannot help observing that the Railways have not paid serious attention to the provision of amenities to the passengers. They desire that the reasons for the actual expenditure by some of the Railways being less than the budget allotment be looked into with a view to taking remedial measures. The Committee would like to be informed of the action taken by the Ministry of Railways in this regard.

#### (e) Accident Compensation, Safety and Passenger Amenities Fund

2.53. Under the Indian Railways (Second Amendment) Act 1973 which was passed by Lok Sabha on 29th November, 1973 and by the Rajya Sabha on 4th December, 1973, Sections 82-A and 82-J of the Indian Railways Act 1890 were amended, raising the upper limit of compensation in case of death or total disablement due to Railway Accidents from Rs. 20,000/- to Rs. 50,000/-. The amendment also introduced a system of uniform payment of compensation in case of death or permanent total disablement; the amount of compensation being uniform for all persons depending upon the type of injury suffered by them and not their earning capacity at the time of the accident as in the past. To finance the extra expenditure on account of the new measure it was decided to levy a surcharge of 5 paise or more per passenger ticket.

2.54. Accordingly, instructions were issued to the Railways to levy with effect from 1-1-1974 a surcharge of 5 paise on each third class (now second class) suburban/non-suburban ticket, 10 paise on each air-conditioned chair car and second class (now abolished) ticket, 50 paise on a first class ticket and Rupee one on each air-conditioned class ticket; on the third class (now second class) and second class (now abolished) monthly season tickets and the First Class monthly season tickets the surcharge was 25 paise and Rs. 1.50 per ticket respectively. The quarterly season ticket holders in all cases were to pay proportionately higher rates of surcharge. It was estimated that the actual collection from passengers on account of the surcharge should amount to about Rs. 8.66 crores in a full year. Based on the trends of past payments towards compensation claims, it was anticipated that the total payment on account of death, injury, etc. would come to approximately Rs. 2.50 crores per annum. The amount left over from the collection of surcharge after payment of compensation was to be used for improving the safety of travel on the Railways and also passenger amenities.

2.55. Prior to 1-1-1974, the accident compensation claims were accounted for as part of the working expenses and a major portion of safety works and all the passenger amenity works were charged to the Development Fund. In order to achieve the objectives of the Amendment and evolving a suitable accounting procedure for the receipts from the surcharge and also the disbursements therefrom, it was decided, in consultation with the Ministry of Finance and the Comptroller & Auditor General of India, to constitute a special fund titled "Accident Compensation, Safety and Passenger Amenities Fund".

2.56. As mentioned by the Ministry of Railways in his Budget speech on 27th February, 1974 this Fund was created to cover in main the amount of liability to passengers involved in railway accident. This was also to be used to finance safety works such as track circuiting or axle counters, automatic warning system, vigilance control device, lifting barriers at level crossings, interlocking of level crossing with signals, scotch light of reflecting material on sighting or warning boards etc. The Fund was also to meet expenditure on passenger amenities such as train indicators, rest shelters for licensed porters, etc.

2.57. At the time of setting up of the fund the following items were included for expenditure out of this Fund:

*Expenditure on the following items of safety works:—*

- (i) Track circuiting or axle counters (including the cost of wooden sleepers);
- (ii) Automatic Warning Systems (AWS);
- (iii) Vigilance Control Device;
- (iv) Providing of lifting barriers at level crossings;
- (v) Interlocking of level crossing gates with signals;
- (vi) Provision of scotch light of reflective materials on sighting/warning boards.

*Expenditure on the following specific works of passenger amenities:—*

- (i) Provision of goods platforms and covers over goods platforms;
- (ii) Train indicator boards at important stations of suburban and non-suburban sections; and
- (iii) Rest shelters for licensed porters.

2.58. Subsequently, it was decided that footover bridges/subways across railway yards should be charged to this Fund as a passenger amenity item from 1-4-1974. However, this was shifted to safety works portion as a safety item from 1-4-1976. Also, the cost of construction of road over/under-bridges in replacement of level crossings was charged as safety item of this Fund from 1-4-1975.

2.59. The total expenditure incurred out of this Fund during 1974-75 to 1976-77 was as follows:—

|                                 | 1974-75     | 1975-76     | 1976-77<br>(Revised<br>Estimates) |
|---------------------------------|-------------|-------------|-----------------------------------|
| Accident Compensation . . . . . | 0.12        | 0.51        | 1.46                              |
| Safety Works. . . . .           | 0.05        | 0.32        | 1.58                              |
| Passenger Amenities . . . . .   | ..          | 0.01        | 0.23                              |
| <b>TOTAL . . . . .</b>          | <b>0.17</b> | <b>0.84</b> | <b>3.27</b>                       |

2.60. As per the revised estimates for 1976-77 the amount to the credit of this Fund at the end of the year was anticipated to be Rs. 22.85 crores.

2.61 The Committee enquired whether in view of the large amount lying to the credit of this Fund the Ministry of Railways have considered the question of financing some other works for passenger amenities out of this Fund. The Chairman, Railway Board stated:—

“Under this Fund, we are proposing to finance some of the over-bridges because if certain level crossings are replaced by over-bridges the accidents can be avoided. We are financing certain safety devices out of this. We want to do out of this fund whatever can lead to lessening of accidents. We are examining passengers’ amenities.”

2.62. The Committee were informed subsequently in a written reply that during 1974-75 and 1975-76, utilisation of this Fund for safety and passenger amenities works was only about Rs. 5 lakhs and Rs. 33 lakhs respectively, due mainly to the Fund being available in respect of such works sanctioned only after 1-4-1974. In the annual plan discussions for 1976-77 with the Planning Commission, the amount to be drawn from the Accident Compensation, Safety & Passenger Amenities Fund for safety and Passenger amenities works was not taken into account in fixing the plan outlay. However, as the amount to be drawn from this Fund during 1976-77 was estimated to be about Rs. 1.81 crores, it was considered by the Planning Commission that it would not be correct for the Railways to exclude this Fund from the total resource availability/allocation of the Railways. All Railway Funds viz., the Depreciation Reserve Fund, the Development Fund, the Pension Fund and the Revenue Reserve Fund, including the interest accrued on these fund balances, are taken into account in working out the internal resources generated by the Railways in arriving at the gross budgetary support to be given by the General Revenues for the Railway expenditure. Accordingly, the resource availability from the Accident Compensation, Safety & Passenger Amenities Fund, after excluding the estimated expenditure on Compensation payment, has been taken into account in the annual plan for 1977-78.

2.63. The Committee find that the Accident Compensation, Safety and Passenger Amenities Fund has been constituted with effect from 1-4-1974 by levying a surcharge on passenger tickets. Besides payment of compensation claims on account of railway

accidents the Fund is to be used for improving the safety of travel on the railways and also for providing passenger amenities. The Committee, however, find that an amount of only Rs. 24 lakh has been spent so far on passenger amenities out of this Fund during the last three years in spite of the fact that a large amount totalling Rs. 22.85 crores is lying to the credit of this Fund. The Committee were informed during evidence by the Chairman of the Railway Board that they were examining as to what more works they could undertake in passenger amenities out of this Fund. Considering the fact that even basic amenities as per norms have been lacking at various stations, the Committee would urge the Ministry of Railways to take immediate steps to provide funds for undertaking some of the much needed passenger amenities works out of this Fund. The Committee have also been informed that while allocating funds for the annual plan (1977-78) by the Planning Commission the resource availability from this Fund has been taken into account in fixing the total Plan outlay. The Committee feel that as this Fund has been created out of a surcharge on passenger tickets' it would appear to stand on a different footing than other railway funds. The Committee, therefore, consider that the amount proposed to be withdrawn out of this Fund especially for passenger amenities should be kept out-side the allocation of funds by the Planning Commission from Development Fund for passenger amenities.

2.64. The Committee are also surprised to find that the expenditure on provision of goods platform and covers over platforms is also being charged to this Fund. In view of the fact that the Fund has been created out of the levy on passengers the incurring of expenditure on providing goods platform and covers over them out of this Fund does not appear to be justified and needs careful re-consideration.

2.65. The Committee also find that the cost of foot over-bridges/subways across the railway yards as well as the cost of construction of road over/under bridges in replacement of level crossing is being charged to this Fund. The Committee have not been informed of any reasons for changing the allocation of expenditure on these items which were being earlier financed out of the Development Fund. Keeping in view the fact that at the time of setting up of the Fund, these items were not intended to be provided out of this Fund, the Committee consider that the matter requires careful re-examination. The Committee also recommend that whenever any additions/alterations are proposed to be made to the list of items to be financed out of this Fund, the same may be placed before Parliament so that Members get an opportunity to express their views.

## CHAPTER III

### DRINKING WATER FACILITIES

#### (a) Provision of drinking water at stations

3.1. Of all the basic requirements of passengers, the availability of adequate drinking water is most essential. The arrangements at present for supplying drinking water to the passengers at the stations are stated to be as under:—

“Wherever piped water supply is available, Hydrants at the rate of 4 taps|stand pipes for 100 passengers are provided, subject to a minimum of 4 taps. Such taps are distributed alongside the platform as to be easily accessible to passengers seated in trains. In addition ‘Gharraas’ mounted on wheel barrows are also provided for supply of water to passengers sittings in the compartments, the number of barrows provided depending on climatic condition. In summer months special arrangements by way of provision of additional watermen at stations are also made. Water coolers are also provided at stations dealing with more than 1000 passengers per day where electricity and piped water supply is available.”

3.2. The need for giving top priority to provide clean and cool drinking water to the passengers was emphasised in their very first Report by the Railway Convention Committee (1971) in December, 1972 and they observed as follows:—

“The Committee would like to emphasise that the Railway should give top priority to provide clean and cool drinking water and improved type of latrines for the use of passengers at the platforms. The Committee note that Railway has provided water coolers at great expense at various Railway Stations but it has been the experience of the Committee during their tours that they do not give trouble-free service. The Committee would urge the Railway Administration to ensure that water coolers are maintained in working condition particularly during summer and so situated as to be of maximum service to the travelling

public. The Committee would also like to impress that the arrangement of washing of glasses should be hygienic.

3.3. Emphasising the need to augment the drinking water facility. the Railway Convention Committee again observed in their 4th Report in March, 1973 that:—

“Of all the basic passenger amenities provided by the Railways, the Committee attach the greatest importance to the provision of adequate drinking water facilities at all stations, big and small. With the increase in the load of passenger trains to as many as 18 bogies in some cases, it has become all the more necessary to augment these facilities, so as to ensure that they are within easy reach of all the passengers.”

This recommendation was accepted by the Government in October, 1973.

3.4. A number of non-official individuals/organisations, who submitted Memorandum to the Committee, complained of the inadequacy of the drinking water facilities at the stations. One Association stated in its Memorandum that:—

“The problem of drinking water is acute particularly at intermediate stations. The number of taps is too small and water scarcity makes them useless. A review of drinking water position at all stations be made separately and funds may be ear-marked for improvement in the existing arrangement.”

3.5. In another Memorandum it has been stated that:—

“Arrangement for provision of drinking water which is a basic necessity to the travelling public is not adequate and in several stations totally lacking. Drinking Water facility should be provided in every station at a regular spacing of 10 metres. Wherever possible coolers must be installed and maintained properly from the point of view of hygiene and public health.”

3.6. From a statement of approved works submitted to the Committee, it is seen that there are several works in respect of water supply arrangements e.g. provision of tubewells, water taps or water coolers etc., which have been approved but are pending execution by the Zonal Railways, for several years in some cases. Some of the

illustrative works in respect of drinking water which have been approved but kept in abeyance are as follows:—

1. Shankargarh Station (Central Railway)—Improvement to water supply (pending since 1972-73).
2. Jhusi Station (North Eastern Railway)—taking water supply from Municipal Board, Allahabad (pending since 1972-73).
3. Provision of borewell with hand pumps at Hmbal, Kanginhal, Sampur Road stations on South Central Railway (pending since 1971-72).
4. Gollagude Station (South Central Railway)—provision of tube-well with hand pump (pending since 1973-74).
5. Provision of water taps at Pachapur, Jejuri, Lonand, Wather, Satara, Koregaon, Takari stations on South Central Railway (pending since 1973-74).
6. Provision of tubewell at Titur on South Eastern Railway (pending since 1970-71).
7. Water supply arrangements at Umreth, Vemar stations on Western Railway (pending since 1972-73).
8. Improvement to water supply at Lower Haflong station of North Frontier Railway (pending since 1972-73).

3.7. During evidence, the representative of the Ministry of Railways agreed that there was need for review of the adequacy of water arrangement. The Chairman Railway Board also admitted that “the water supply arrangement must be given an over-riding priority. The drinking water facility, the toilet facility, all these things should be given an over-riding priority and funds should be found for them. It was also agreed that at large stations where piped water supply was available, there was no difficulty in increasing the number of taps.

3.8. The Committee were however, informed that piped water supply was available only on 2587 stations. On the other hand the number of stations where piped water supply was not available totalled up to 5268. There were also certain stations where even wells could not be sunk successfully or where the water was brackish. On such stations water is brought from other places and stored at the railway station. The number of such stations was 864.

3.9. The Committee pointed out that the Railway Catering and Passenger Amenities Committee had suggested that at stations



which have local source of water supply near the stations, efforts should be intensified to instal more tube-wells or handpumps. Asked about the action taken in this regard the Ministry of Railways informed that instructions were issued to the Zonal Railways to provide handpumps at all stations where suitable water bearing strata was available and to maintain them in good conditions.

3.10. Asked whether the help of voluntary organisations was taken to provide drinking water to the passengers, the representative of the Ministry of Railways stated during evidence:

“Voluntary organisations come forward during summer to assist us in supplying water; some are good but not all. If we can get a good Organisation like the Lions Club or Rotary Club for this purpose, we will welcome it.”

3.11. Asked about the arrangements made to ensure infection free water supply, the Committee were informed that normal sources of water supply are either from deep tubewells or open wells or from rivers. Water supply from deep tubewells does not need any filtration. Wherever necessary, water is chlorinated. Where water is drawn from sources other than these sources it is filtered and chlorinated.

3.12 As regards the cleanliness of containers (Matkas) it was stated that the cleanliness of containers (Matkas) and their periodical replacements receive the constant attention of railways staff and officials during the inspection. Any laxity noticed in this regard is promptly taken up.

3.13. Asked whether the feasibility of having paper glasses for serving drinking water from water coolers etc. has been examined, the representative of the Ministry of Railways stated that the matter was considered but it was found to be very costly and therefore this idea was given up.

3.14. The Committee also enquired whether the railways had considered the question of improving design of drinking water taps to make them splash proof. They have been informed that there are already splash proof type of drinking water taps at Railway stations. There has, however, been demand from some passengers for facilities to wash their legs also. In view of this some of the ordinary types of taps have been retained.

3.15. The Committee enquired whether any research had been carried out for evolving convenient trollies to carry cooled water for

serving to passengers. It was stated that no research had been done to evolve such a trolley.

3.16. Of all the basic requirements of passengers, the need for having adequate drinking water facility at all the stations, big and small, cannot be over-emphasised. The Committee regret to note that the arrangements at the stations in this regard are not satisfactory. As many as 5268 stations do not have any piped water supply. There are also no proper arrangements for supplying water to the travelling public from the wells or from water tanks in which water is stored. Even at stations having piped water supply, the number of taps, water coolers or water trollies provided at the platforms is inadequate with the result that water is not easily available to all the passengers travelling in the trains. It is distressing to find that in spite of the recommendations of the Railway Convention Committee, in their First report in December 1972 as well as in their 4th Report in March 1973, to give top priority to provide clean and cool drinking water to the travelling public and to augment the facilities in this regard at the stations, the matter has not been given the attention it deserves. There are several works pending execution by various Zonal Railways, for many years in some cases, for providing tubewells, water-taps or water coolers etc. at the stations. The Chairman, Railway Board admitted during evidence that water supply arrangement should be given over-riding priority and funds should be found for it. He also agreed that at large stations where piped water supply was available there was no difficulty in increasing the number of taps. The Committee desire that a fresh review should be made in regard to water supply arrangements at all stations. At large stations having piped water supply there should not only be adequate number of water taps but these should also be appropriately located over the entire length of the platform so as to be easily accessible to all the passengers. It would be preferable if one water tap/water cooler is provided for every two coaches of a train. The design of the water taps/water coolers be such as to facilitate easier supply of water in minimum time and the water does not splash on the passengers making use of the water taps/water coolers.

3.17. The Committee also find that in view of the fact that the length of the trains has increased and there is generally overcrowding in the second class compartments, it is difficult for the passengers to avail of water supply from taps etc. provided on the platforms within the short stoppage of the train at the stations. The railways have no doubt provided at some of the stations 'Gharras' mounted on wheels for supply of water to passengers sitting in the

compartments. The Committee however, consider that it would be preferable if suitable mobile water trolleys are designed to carry cool water in hygienic conditions for serving to the passengers during train halts.

3.18. The Committee urge that top priority be given to making up of deficiencies in regard to drinking water arrangements for the passengers within the Fifth Plan period and a time bound programme drawn up for the purpose.

3.19. The Committee also stress that it is essential to maintain hygienic conditions and to ensure supply of uncontaminated drinking water. It may be ensured that the containers (Matkas etc.) are properly cleaned and periodically replaced. The glasses used for serving water to the passengers also should be properly washed with adequate disinfectants to avoid health hazards. The Committee would urge that frequent inspections be carried out to check the observance of hygienic conditions and responsibility for any laxity in this regard be promptly fixed to have a salutary effect.

#### (b) Supply of drinking water in coaches

3.20. Stressing the need for providing drinking water facility in coaches the Railway Convention Committee (1971) in their 4th Report on Commercial & Allied matters observed as follows:—

“The Committee have noted with interest the experiment made by Railways for provision of water coolers in IIIrd Class coaches but these are stated to have been abandoned as it was found extremely difficult to maintain these water coolers. The feasibility of additional water tanks in coaches of long distance trains is also stated to have been examined but found impracticable due to limited availability of space. The Committee would like the R.D.S.O. to further explore the possibility of supplying potable water in coaches of long distance mail/express trains.”

3.21. In regard to the above recommendation the Ministry of Railways stated in July, 1974, that various possibilities of supplying potable water in coaches of long distance mail/express trains were still under review by the RDSO. More time would be required for this study as the initial indications did not indicate possibilities of further increase without an appreciable alteration to the existing designs.

3.22. The Committee enquired about the arrangements made by the Railways for supplying potable water in coaches. They have been informed that portable water containers with clean potable water are provided in certain nominated long distance trains for both first and second class coaches. In the light of difficulties experienced in maintaining hygienic conditions and ensuring infection free supply of water through these containers and in view of the fact that adequate water supply facilities are provided on almost all the stations, it is not proposed to extend the use of potable water containers to more trains.

3.23. The Committee were also informed during evidence that the practice of supplying water in portable stainless steel containers in certain selected trains was started in 1970-71. It had however not been successful. The passengers while taking water out of the metal containers used to splash the water in the corridor and make the place dirty. Moreover, water in summer used to get hot and people preferred to take water from the watermen. The Committee were also informed that it was not possible to provide drinking water through over-head tanks as in all places over-head water supply was not filtered or infection free.

3.24. From the information furnished to the Committee, it is noticed that the facility for cool drinking water is available in various coaches in trains in Japan. The Committee enquired whether the system adopted by Japan to provide cool drinking water in coaches has been studied by the Ministry of Railways with a view to adopting similar system in India. They have been informed that the system of providing cool drinking water on Japanese Railways has been studied. On Japanese National Railway cool drinking water is provided in passenger coaches by electrically operated water cooler working on 24 volts. D.C. The water filtration plant works on 24 volts. DC supply on the principle of ultra-violet treatment of water and is used to heat water prior to cooling. Filtration plant and coolers are inter-locked. If filtration plant is out order, no water can be had from coolers. It has however been stated that similar system cannot be adopted in India as with the present level of generation and electric power on coaches, it is not possible to cater for water coolers, water raising apparatus and ultraviolet light for making the water bacteria free. Moreover the required ultra-violet tubes are also not indigenously available.

3.25. The Committee stress that with the introduction of a number of fast long distance trains with limited stoppages en-route it has become all the more necessary to provide drinking water to the

passengers in coaches. They find that the practice of supplying water in portable stainless steel containers in certain selected trains which was started in 1970-71 has not been extended to more trains as it was stated to have not proved successful. One of the reasons was stated to be that water in these metal containers used to get hot in summer. The Committee suggest that the question of providing ceramic containers with filters may be considered to overcome this difficulty.

3.26. The Committee also find that the facility for cooled drinking water is available in trains in Japan. It has, however, been stated that similar system cannot be adopted in India as with the present level of generation and electric power of coaches, it is not possible to cater for water coolers, water raising apparatus and ultra violet lights for making the water bacteria free. Moreover, the required ultra-violet tubes are also not indigenously available. The Committee do not consider these difficulties to be insurmountable. They urge that the question of providing drinking water facilities in coaches of all long distance trains should receive immediate and serious attention of the Ministry of Railways for the convenience of millions of passengers who would very much appreciate the provision of such a facility.

#### (c) Maintenance of Water Coolers

3.27. It has been stated by the Ministry of Railways (Railway Board) that besides water taps, water coolers have also been provided by the Railways at various stations. In this connection one of the non-officials stated in his Memorandum to the Committee:—

“At least at the big stations water Coolers of adequate capacity should be installed. Greater care should also be given to their proper maintenance as most of the water coolers installed seem to be out of order for some reason or the other.”

3.28. Asked about the steps taken for the proper maintenance of water coolers, the representatives of the Ministry of Railways stated during evidence that they had special staff at the Railway Stations to make sure that the water coolers work properly. It was however admitted that failures did take place at times and all out efforts should be made for proper maintenance of water coolers.

3.29. The Committee have also been subsequently informed that maintenance organisation has been tightened up. Frequent inspections by officers and staff, particularly in summer, are carried

out to see that the water coolers are in good working condition. Special drives are arranged to ensure that the coolers are in healthy condition. The maintenance of the water coolers is being tightened up further.

3.30. Asked about statistics in regard to failure of water coolers, it was stated that records regarding failure of water coolers were maintained by individual railways and were not available with the Ministry of Railways.

3.31. The Committee need hardly emphasise that it is not enough to provide facilities for supply of drinking water to the passengers but it should also be ensured that the hand-pumps, tube-wells, water taps, water coolers, etc. are properly maintained and breakdowns attended to promptly for rendering efficient service particularly during summer. They would also invite attention in this connection to their recommendation in Paras 9.14-9.15 of this Report.

3.32. The Committee desire that the records in regard to the extent of failure of water coolers at each station i.e., the number of days, particularly in summer months, when water coolers remain out of operation should be periodically analysed with a view to taking remedial measures.

## CHAPTER IV

### WAITING HALLS/WAITING ROOMS

4.1. The provision of waiting halls with suitable arrangements for lighting is one of the 'basic' passenger amenities. The following norms have been laid down by the Railways for providing waiting halls at the stations:—

“At small stations, waiting halls should be provided for 45 per cent of the maximum number of passengers dealt with at any one time (excluding mela traffic).

At large stations the waiting halls should be provided for 30 per cent of maximum number of passengers dealt with at any one time (excluding mela traffic).

The minimum floor area as per passenger catered for in waiting halls (calculated as above) should be 1.394 sq.m. (15 sq. ft.)

Before undertaking constructions of new waiting halls or extension of the existing waiting halls it should be first considered whether better purpose would be served by extending or providing platforms shelters.”

4.2. In addition, waiting rooms have also been provided at important stations. The norms for providing this amenity, laid down in May, 1961, are as follows:—

*Ordinary non-suburban wayside stations:*—The provision of new upper class waiting room at such station should be considered only, if the number of upper class passengers dealt with is 25 or more per day. If, however, the bulk of the traffic is booked or received by night trains, the provision of the facility in question could be considered even with slightly fewer passengers.

*Suburban Stations:* There is hardly any need to provide such a facility on these stations as a much heavier traffic could be dealt with, without this facility.

*Junctions and terminal stations:* The facility should be based on the volume of traffic changing over and the time the passengers have to wait.

4.3. It was also decided in December, 1974 that the waiting rooms accommodation available at railway stations should be earmarked for use of passengers as under:—

I. Where there is only one waiting room, it should be made available for the passengers travelling in ACC, First Class and A.C. Chair Car Class.

II. Where there are two waiting rooms, one should be reserved for gents travelling in classes referred to in (I) above and the other for ladies travelling in ACC, First Class, AC Chair Car Class and Second Class 2-tier and 3-tier sleeper coaches only.

III. Where there are three waiting rooms, these should be earmarked as under:—

(a) One for Gents travelling in classes referred to in (I) above.

(b) One for ladies travelling in classes referred to in (I) above.

(c) One for ladies travelling in Second Class 2-tier and 3-tier sleeper coaches.

IV. where there are four waiting rooms these should be earmarked as under:—

(a) Two for Gents travelling in Classes referred to in (I) above.

(b) One for ladies travelling in Classes referred to in (I) above.

(c) One for ladies travelling in second class 2-tier and 4-tier sleeper coaches.

4.4. In some of the Memoranda received by the Committee it was represented that clean waiting halls|waiting rooms should be provided at all important Mail|Express Stations for all classes of passengers commensurate with the traffic handled at the stations. Waiting halls at many stations were not sufficiently equipped with lights and fans and the need for more benches was keenly felt at most stations. Even at a station like Sealdah the campus outside the platform



gates had no benches for the passengers or others who come to receive their friends and relatives from long distance trains.

4.5. It had also been suggested that it should be ensured that only genuine passengers were allowed to use the railway waiting halls.

4.6. During evidence the Committee enquired the reasons for providing inadequate waiting accommodation for Second Class passengers. The representative of the Ministry of Railways accepted that "planning in the past did not take care of the third Class—now designated as Second Class passengers. It was taking care only of the old First and Second Class. In future we must design the construction of the buildings in such a way as to take care of the needs of Second Class passengers."

4.7. The Committee also enquired the reasons for not providing waiting room facility for second class passengers. They were informed that it has recently been decided to throw open Upper Class waiting rooms for the use of passengers holding second class sleeper tickets. Instructions have been issued to earmark waiting rooms at stations as under:—

- (i) Where there is only one waiting room, it would be made available for the use of passengers travelling in Air-Conditioned, First Class, AC Chair Car and Second Class sleeper coaches with sleeper tickets.
- (ii) Where there are two waiting rooms, one should be earmarked for 'Gents' and the other for 'Ladies' travelling in classes referred to in (i) above.
- (iii) Where there are three waiting rooms, these should be earmarked as under:—
  - (a) One for Gents travelling in Air-Conditioned First Class and AC Chair Car.
  - (b) One for Ladies travelling in Air-Conditioned First Class and AC Chair Car, and also with Second Class Sleeper tickets.
  - (c) One for passengers holding second class sleeper tickets only.
- (iv) Where there are four waiting rooms, they should be earmarked as under:—
  - (a) One for Gents travelling in Air-Conditioned, First Class and AC Chair Car.

- (b) One for Ladies travelling in Air-Conditioned, First Class and AC Chair Car.
- (c) One for Gents travelling with second class sleeper tickets.
- (d) One for Ladies travelling with second class sleeper tickets.

4.8. The Committee enquired whether the waiting room accommodation provided at present at important stations was adequate to meet the needs of the passengers, especially after the decision to make them available for the use of some categories of second class passengers also. The representative of the Ministry stated during evidence that earlier the Railways had waiting rooms both for first and erstwhile second class passengers. In 1974, when the Railways decided to abolish the second class, it was decided that the waiting rooms for the second class passengers should not be utilised for any purpose other than as waiting rooms. However, as these were not adequate to meet the demand of entire erstwhile third class passengers, it was decided to open them for 3-tier, 2-tier and AC Chair Car passengers. There was, thus, no additional burden on the waiting room facilities and these had been made good use of.

4.9. Asked about the steps taken to ensure that the waiting halls were not utilised by persons other than bonafide passengers, the representative of the Ministry of Railways stated that at stations where the waiting halls were large enough it was proposed to partition a portion of it to provide a waiting lounge with facilities like benches, toilet etc. for second class ticket holders. Instructions had already been issued in this regard and the programme for it would be drawn up by the Railways in due course. Waiting lounge facilities would also be provided at all the newly constructed or remodelled stations.

4.10. The Committee also enquired whether any steps had been taken to provide rest shelters for the licenced porters with suitable lavatory and bath-room facilities so that they did not intrude upon the facilities provided for bonafide passengers. They have been informed that need for such rest-shelters particularly at large stations has been accepted. As a first step in this direction, rest-shelter for Railway porters has been provided at the Nizamuddin Railway Station. This is a model for others to follow and the Ministry of Railways have issued instructions to different Railways. When the new stations are constructed this would be a part of the Station building. At the existing stations, where there

is need for such Shelters and there is some space available adjoining the Station, these could be provided. It has been decided that rest-Shelters for licenced porters would be one of the items of passenger amenities to be provided out of the Accident Compensation Safety and Passenger Amenities Fund.

4.11. The Committee were also informed that the Ministry of Labour had sponsored a scheme for providing Group Insurance for licensed porters. This was being discussed by the Ministry of Labour with the LIC in consultation with the Ministry of Railways.

*Provision of Benches in Waiting-Halls*

4.12. In a memorandum to the Committee it had been stated that in waiting halls the need for more benches was keenly felt at many stations. Asked about the reasons for not providing adequate benches in waiting halls, the representative of the Ministry stated during evidence 'we can provide more benches'.

4.13. The Committee also enquired whether the Railways had thought about designing new types of benches. The representative of the Ministry of Railways stated that no special thought had been given to designing of new ones or to change the old types of cement benches.

*Provision of lights and fans in Waiting-Halls*

4.14. It was represented in a Memorandum to the Committee that waiting halls at many stations were not sufficiently equipped with lights and fans. Asked about the reasons for inadequate arrangements in this regard, the Committee were informed that the minimum standards of lighting laid down for waiting rooms which were also applicable to waiting halls and retiring rooms were as given below:—

---

Waiting rooms 1st class

|                    |   |   |               |
|--------------------|---|---|---------------|
| Important stations | . | . | 5' candles.   |
| Minor stations     | . | . | 1.5' candles. |

Waiting rooms 2nd class

|                    |   |   |               |
|--------------------|---|---|---------------|
| Important stations | . | . | 3.5' candles. |
| Minor stations.    | . | . | 1.5' candles. |

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No standards were laid down for fans. These were at present being provided as suitable to the local conditions.

4.15. The Committee were also informed that normally lights were provided as per the norms laid down. There was, however, a possibility that at some places because of the individual failure, lower capacity lamps had been used. Railways had been requested to check the lighting standards in the public places maintained by the Railways and ensure that the deficiencies if any were made good.

4.16. The Committee were also informed that the Railway Board had appointed a Committee to review the present minimum standard of lighting in the public places maintained by the Railways and also lay down the norms for fans in these places. According to a note submitted by the Ministry (November, 1977) the standards of illumination on Railway premises are still under review of the Committee and the recommendations of the Committee have not yet been finalised.

4.17. The Committee find that the waiting halls provided at most of the Stations do not serve fully the needs of the second class passengers. Apart from the accommodation provided being inadequate at many places, the lay out of these waiting halls is such that these are in the nature of corridors and are generally misused by outsiders and beggars etc. causing great inconvenience to the bona fide passengers. It was admitted during evidence that the planning of the Stations in the past did not take care of the third class (now designated as Second Class) passengers. The Committee have been informed that provision of a waiting lounge with facilities like benches, toilet etc. would be made at all newly constructed or remodelled stations. At the existing Stations such an arrangement would be made on a programmed basis by partitioning a portion of the existing con-course wherever possible. The Committee stress that a survey should be made immediately of all the Stations and a time-bound programme drawn up for providing lounges at all important stations where a large number of passengers have to wait for boarding the trains. The lay out of these lounges should be such as to limit access to only ticket holders and provide all necessary facilities like bath rooms, latrines etc.

4.18. The Committee also desire that there should be adequate provision of benches in such waiting halls. It is surprising to find in this connection that no thought has been given to the designing of new types of benches to replace the old types of cement benches. The Committee would urge that design and finish of the benches provided at the stations should be improved on a priority basis to enhance their utility and passenger comfort.

4.19. The Committee would also stress the need for providing adequate lighting and fans in the waiting halls. They note that the Railways have appointed a Committee in January, 1977 to review the Standard of lighting for public places, maintained by Railways and lay down norms. The Committee would like the Railways to ensure that the report of the Committee is finalised expeditiously. The Committee also desire that the extent of deficiencies in this regard should be determined in the light of norms which might be laid down by the Committee appointed by the Railways for this purpose. The Committee stress that these deficiencies should be made good by all the Railways at all the Stations within a time-bound programme.

4.20. The Committee also emphasise the imperative need to provide separate rest shelters for licensed porters with suitable lavatory and bath-room facilities so that they do not intrude upon the facilities provided for bona fide passengers. The Committee are surprised to find that inspite of the fact that the need for such shelters has been accepted and this has been included as one of the items to be financed out of the Accident Compensation Safety & Passengers Amenities Fund, nothing substantial has been done in this regard. The Committee recommend that urgent steps should be taken to provide rest shelters for the licensed porters at all important Stations. The provision of rest shelters should be a part of the Station building at all new Stations, according to a well defined programme.

4.21. The Committee also recommend that a separate room should be provided at important stations for the safaiwalas to enable them to keep their brooms and other equipment. Arrangements for bath and toilet should also be made in this room to enable the safaiwalas to have a wash after finishing their work.

4.22. The Committee also suggest that in the interest of inspiring a feeling of security in the porters and motivate them to render better service to the passengers the question of providing group insurance cover to them, (which is stated to be under consideration by the Ministries of Railways, Labour, LIC etc.) may be finalised and given effect to at an early date. The scheme may also be extended to safaiwalas.

## CHAPTER V

### LATRINES AND BATH ROOMS

#### (a) Latrines

5.1. As decided in 1952, the provision of improved types of latrines is one of the basic passenger amenities to be provided at all Stations irrespective of their status or size. As regards the norms for the provision of this facility at various stations it has been laid down that the number of latrines seats per 100 passengers should not be less than four. Water borne latrines should be provided wherever this is practicable.

5.2. In a Memorandum to the Committee it had been pointed out by a knowledgeable person that far too many lavatories on the railway stations are of the dry type. If the dry type of latrines are replaced by septic tank system, (where there is no underground drainage system), it may be better not only from the point of view of sanitation but also may result in some saving of maintenance and operational costs.

5.3. Asked about the steps taken to provide this facility at various Stations, the Committee were informed by the Representatives of the Ministry of Railways during evidence as follows:—

“At a fairly large number of stations, there are works for conversion of dry type latrines into flush type one. Unfortunately, the works have not progressed as fast as they should have progressed. Our Programme is, wherever piped water supply is there, particularly at comparatively large and important stations, to go in for flush latrines. We have made out a plan for a large number of stations. Many of the works have been included in the programme. But the progress has not been much.”

5.4. The Committee were also informed that on new Stations to be constructed there would be no dry latrines except in places where there was no water supply at all.

5.5. In reply to a question the Chairman Railway Board also agreed that taking into consideration the cost of providing flush-out

latrines and the saving effected in maintaining them, it would be more economical to go in for flush-out latrines. Therefore, where the stations were of a sizable nature and there were towns nearby the Railways had a scheme for converting a large number of dry latrines into flush-out ones.

5.6. The Committee also enquired whether any decision has been taken to abolish the system of carrying night soil by the sweepers on head loads. They have been informed by the Ministry of Railways that while it is desirable to abolish the system of carrying night soil by sweepers on head loads, no Central Government decision appears to have been taken in this regard on all India basis. Certain State Governments such as Gujarat, Karnataka and Bihar have passed such a legislation in certain areas in their States.

5.7. It had also been represented in a Memorandum to the Committee that much of the amount spent on lavatories and urinals has gone waste in the absence of proper arrangements for their cleanliness and maintenance. The Railway's policy of posting one sweeper or cleaner for two or three stations has made matters worse.

5.8. Asked whether it was a fact that one sweeper or cleaner was posted for two or three Stations, the Committee were informed during evidence that normally there should be one or more sweepers at the Station depending upon the work load. In certain areas, however, at some of the out of the way stations, there was one sweeper for two Stations. Those were the stations where the number of people entering the stations was very small.

5.9. Asked whether it was not desirable to combine the duties of sweepers with other work instead of posting one sweeper for two of more stations, the representative of the Ministry stated during evidence:—

“We have it for sweeper, which is old combination that we have of sweeper-gateman. They sweep the platforms, clean the lavatories etc. and they look after the gate when the traffic is light.”

5.10. The Committee also pointed out that it was generally noticed that the toilet facilities were at present provided at far ends of railway stations causing inconvenience to the passengers. The representative of the Ministry explained during evidence that in olden days the latrines being dry, these had to be at far ends.

The flush-out latrines however need not necessarily be at the far ends of the stations.

5.11. Asked about the steps taken to prevent misuse of latrines by unauthorised persons, the representative of the Ministry stated during evidence:—

“when we provide flush-out latrines, their location will be such that it will suit the passengers more than the outsiders who come and misuse them”.

5.12. The Committee also enquired whether the sweepers are provided with adequate quantity of disinfectants, detergents and other cleaning agents for the purpose of cleaning. They were informed that there were several articles like phenyle, caustic soda, long handle brooms, soap powder etc. supplied to the sweepers for cleaning purpose out of the stocks maintained by the Railways in their stores. The scale of supply however depended upon the size of the station.

5.13. It had been suggested in a Memorandum to the Committee that at large stations special lavatories may be provided and a small fee of say five or ten paise per head may be collected from each passenger making use of them for the cleanliness and maintenance of these lavatories. Asked about the views of the Ministry of Railways in this regard, the representative of the Ministry of Railways stated:—

“our view is that the provision of lavatories is such an essential amenity for passengers that the levy of any charges may not be considered desirable by the people, even if the charges are small. Secondly, there is also the functional aspect. If we design an entry door with a slot for coins going in, there is still scope for misuse as we have found it happening in the case of other such automatic machines. There is also no problem about providing man-power as man-power is easily available. We therefore feel that it is not a workable proposition.”

5.14. The Chairman Railway Board, however, agreed that they could make an experiment in this regard for one or two lavatories at big stations.

5.15. The Committee find that in spite of the fact that the provision of improved types of latrines has been considered to be a basic amenity to be provided at all the stations, there are for too many latrines of the dry type even at stations having piped water supply.



It was stated during evidence that there were works for conversion of dry type latrines into flush type ones at a fairly large number of stations. But, unfortunately the works had not progressed as fast as they should have progressed. Apparently, the Railways have failed to fix relative priorities for various passenger amenities so that the amenities which are needed most could be provided on a priority basis. Considering the fact that, as admitted during evidence, it is more economical to go in for flush out latrines taking into account the cost of providing these latrines and the saving effected in maintaining them, the Committee desire that urgent steps should be taken for conversion of dry type of latrines into flush type at all important stations having piped water supply under a time bound programme.

5.16. The Committee feel that the western style commodes are not suitable for public places from hygienic point of view. They suggest that convertible commodes, capable of being used in Indian or western styles as may be preferred, such as in use in Chandigarh (MLA's hostel etc.) should be installed in first class coaches and lavatories at stations in new constructions as well as in place of the existing ones as and when these are to be replaced.

5.17. It has been admitted by the Ministry of Railways that it is desirable to abolish the system of carrying night soil by Sweepers on head. Certain State Governments such as Gujārat, Karnataka and Bihar are stated to have already passed legislation to this effect in certain areas in their States. The Committee consider it of utmost importance that the Railways should take a lead in abolishing the system of carrying the night soil on head loads on all stations and convert all dry type latrines into flush type or other improved types like soakpits within the shortest possible time.

5.18. The Committee need hardly stress the importance of making proper arrangements for the cleanliness and maintenance of the latrines. They are surprised to find, in this connection, that in some places there is only one sweeper or cleaner posted for two or three stations. The Committee consider that such an arrangement may not meet fully the requirements. There may be at least one person posted at each station for cleaning the latrines, etc. If necessary, the duties of sweeper may be combined with other work like manning of gates, etc.

5.19. The Committee stress that latrines should be maintained at all times in clean and sanitised condition for the convenience of passengers. In particular, care should be taken to see that where flush type latrines are provided the flush mechanism is kept in efficient working order. The Committee also suggest that not only good

quality of disinfectants, detergents, cleaning powders, materials etc. should be issued for the efficient cleaning of the latrines, but it should be ensured by the supervisory staff concerned that these are in fact used for that purpose, so that there is no cause for complaint by passengers.

5.20. The Committee also find that generally the latrines are provided at the far end of the stations. Apart from being inconvenient to the passengers, this results in their being misused by the outsiders. The Committee, therefore, desire that steps may be taken to provide latrines at places which are more easily accessible to the passengers.

5.21. The Committee feel that for want of separate bath rooms, the Railway staff also use the toilets in waiting rooms meant for passengers. They would like separate toilets to be provided for railway staff at important stations to avoid inconvenience to the passengers.

5.22. It has been seen that the use of latrines in the coaches during the halt of the trains at the stations makes the railway track dirty and it gives foul smell. It is suggested that pucca washable aprons may be provided at all important stations and arrangements made for their regular flushing after the departure of every passenger train in order to keep it clean and free from foul smell.

#### (b) Bathing Facilities

5.23. The Railways provide bathing facilities at junctions or terminal stations. The norms laid down for the provision of this facility are that at junctions or terminal stations where running water is available, bathing arrangements should be provided on the basis of one shower for every 200 passengers. When the number of showers exceeds two, one third of the number should be provided with doors and reserved for ladies.

5.24. The Committee enquired whether adequate bathing facilities had been provided at important junction stations. The representative of the Ministry of Railways stated during evidence:

"In 1950 when there was a drive to provide more amenities, there was a direction to the Railways that, at big stations where passengers have to wait for change of train or gauge, bathing facilities should be provided. The Railways selected certain stations where passengers have to wait for a certain period of time, and bathing facilities were provided. They were in the nature of closed rooms

with door and shower facility, but did not include soap or towel. They are normally locked. When a passenger wants to use it, he goes to the ASM and gets the key. But we have found they are not very popular and that they are kept to be misused. In some cases we found that the passengers who had taken the keys did not return them. Therefore, we have not extended this scheme further."

5.25. It had been suggested in a memorandum to the Committee that bathing facilities at important junctions should be provided even on payment of nominal charges, if necessary. Asked about the views of the Ministry of Railways in this regard, the representative of the Ministry stated during evidence:

"I would not advocate payment. Payment will lead to corruption. The staff will demand money and there will be complaints. There should be a real use for them. We have found, by experience, that wherever they were provided, they were not adequately used."

5.26. The Committee are surprised to find that bathrooms provided at certain stations are kept locked and the passenger who wants to use them have to obtain the key from the Assistant Station Master. It is most likely that many of the passengers are unaware that the locked bathrooms are meant for their use and that the keys can be obtained from the A.S.M. Even if a few passengers are aware of this facility it is difficult for them to contact the ASM and to obtain the keys. In the circumstances, it is not surprising that the Railways have found that this facility is not being adequately used.

5.27. The Committee suggest that bathing facilities be provided at important stations where there is sufficient halt of long distance trains so that passengers who have been travelling for many long hours may have a quick bath. The bath rooms may be functional having the minimum fittings which are not very costly and so fixed that these are not susceptible to thefts. It is important that the bath rooms are suitably located from the point of passengers convenience and surveillance by the railway security force and other supervisors to prevent misuse and thefts of fittings. Suitable directional boards may also be displayed on the platforms for the information of the travelling passengers.

5.28. It would also be helpful if the availability of the facility of bathroom at stations is suitably mentioned in the Railway Time Tables and announcements are made at stations having this facility to inform the passengers. . .

5.29. The Committee would like to stress that the bathrooms should be kept clean and in proper working order.

## CHAPTER VI

### RESERVATIONS AND BOOKING

6.1. The Railway Convention Committee (1971) had recommended in their Report that the Railways should undertake a quick survey of the adequacy of booking windows and booking clerks, particularly at important junction stations which deal with heavy passengers traffic and take necessary remedial measures in this regard. In pursuance of the recommendation of the Committee, the Railways conducted a survey of booking facilities at important Railway Stations. The existing facilities were stated to have been found satisfactory. The Committee were, however, informed that to augment these facilities, seventy-three additional booking windows and 48 booking clerks were provided at various railway stations during 1973-74. In addition, working hours at nine stations were extended and fifty-five self-printing ticket issuing machines installed to facilitate booking of passengers. Volunteers on honorarium basis were deployed as Mobile Booking Clerks at busy suburban stations during period of rush to reduce waiting time at the Booking windows. The Committee were also informed that at some stations, temporary booking counters were provided to cope with the extra rush of passengers during fairs, melas etc.

6.2. During the tour of the Study Group of Estimates Committee one of the Divisional Superintendents of Railways pointed out that at present there were many categories of railway clerks *e.g.* Parcel Clerks, goods clerks, booking clerks, etc. This hampered redeployment of staff. During evidence, the Committee enquired whether there could not be a common category of station Clerks. The Chairman, Railway Board stated:—

“We have got water-tight cadres for reservation, commercial side, etc. Each cadre does not want people from the other cadre to come there, because it will affect their avenue of promotion. We are looking into the question whether we can have a combined cadre of booking and reservation clerks. But the scope is rather limited on very very busy stations, because the pressure of work is very much in all sections. Further, it is also, a specialised work which others cannot do.”

6.3. During their visit to Central Reservation Office in New Delhi, the Committee also noticed that each reservation counter had charts showing the relevant route map and the departure time for each train. It also indicated the position about the availability of reservations in various trains.

6.4. A committee called 'The Committee on Reservations & Bookings' was also appointed in 1972 to look into this matter under the chairmanship of Shri Krishan Kant, M.P. This Committee submitted its First Report in October, 1973 and made the following recommendations:—

- (i) The time-limit for advance reservations should be one year for all classes of accommodation;
- (ii) The working hours for all classes of reservation should be uniform and the reservation offices at all major stations should function on two-shift basis, for 16 hours a day; and
- (iii) There should be no limit on the size of the waiting list, the waiting list should not lapse on the departure of the train and provision of Reservation booths for wait-listed passengers on all important stations should be strictly implemented.

6.5. As regards action taken on these recommendations it has been stated that the first recommendation was accepted with modification and reservations were permitted on certain nominated trains without time limit in advance on an experimental basis for a period of one year with effect from 15th April, 1975. On the basis of the experience gained from this experiment and also on the basis of the observations made and conclusions arrived at during the course of inspections of Reservation Offices, the time-limit for advance reservations has now been made six months uniformly for all classes by all trains and at all stations.

6.6. Recommendation No. (ii) was accepted for implementation at important stations *viz.*, Calcutta, Bombay, Madras, Delhi, Bangalore City, Ahmedabad, Lucknow, Kanpur Secunderabad and Pune. However, it has not been possible to fully implement this recommendation due to ban on creation of additional posts which is necessary to man the second shift working.

6.7. As regards Recommendation No. (iii) it has been stated that the recommendation consists of three parts, *viz.*,

- (a) There should be no limit on the size of the waiting list.

- (b) The waiting list should not lapse on the departure of the train; and
- (c) Provision of Reservation booths for wait-listed passengers on all important stations should be strictly implemented.

The Recommendation (a) has been accepted as modified i.e., the limit of waiting list in second and AC Chair Car has been increased to the extent of the number of passengers as can be accommodated in one passenger bogie. Recommendation (b) could not be accepted on account of practical difficulties. The Recommendation (c) has been accepted. This has been implemented at most of the important stations and action is being taken to provide reservation booths progressively at remaining important stations.

6.8. The Committee on Reservation and Booking also submitted 'An Approach to Final Report' in August, 1975. It ceased to function thereafter, without giving any final Report.

6.9. As regards the action taken on the recommendations in the 'Approach paper,' it was stated that out of 66 recommendations in the 'Approach Paper 58 recommendations had been accepted and instructions issued to Railway Administration for implementing them. The remaining 8 could not be accepted on account of practical difficulties.

6.10. Asked whether the recommendations had been actually implemented by all the Railways, the representative of the Ministry of Railways stated during evidence:—

"These are of two types—full implementation within a short period of time and full implementation in long period of time. We selected six items *ad hoc* and we found that these have been implemented."

6.11. It is noticed in this connection that the Committee on Reservations & Bookings suggested introduction of a procedure to indicate coach position and seat|berth number on the second class tickets at the time of making reservations. It also suggested that all reservation charts should invariably be typed in bold letters and displayed. These recommendations had been accepted by the Ministry of Railways, and instructions issued to all Zonal Railways. It was, however, found during an on-the-spot study visit to New

Delhi Railway Station that the berth number and coach number on the tickets were not written legibly. There were also no reservation charts pasted on the coaches of the Jayanti Janata train standing at the station causing great difficulty to the passengers going by that train in locating their seats/berths. The Coach Travelling Ticket Examiner on duty also did not guide properly the passengers in locating their seats. When the matter was brought to the notice of the Ministry of Railways, they informed the Committee that instructions had been issued for writing the berth number and coach number legibly on the tickets. A few checks had also been made by the officers who had reported improvements in the matter of writing berth number and coach number on the tickets. A constant watch would be kept on these items. The Committee were also informed that the pasting of charts on the coaches of Rajdhani, Delux (Chair car) and Jayanti Janata trains had been discontinued after the introduction of the system of indicating berth number and coach number on the tickets. Instructions had, however, been issued for pasting of reservation charts on these trains also.

6.12. The Committee also enquired whether the Railways have adopted the system of numbering of the bogies on the train. The representative of the Ministry of Railways stated during evidence:

“The bogies have been numbered and there are signboards on the platform. But this is not possible at every station. Where the platform arrangements are fixed at a station, where a particular train always leaves from or arrives at a particular platform, this suggestion has been implemented, because the number of coaches coming on that platform is known. It is not possible in other cases because the composition of the train changes.”

He, however, stated that they would make every effort possible to extend this principle to the maximum number of stations.

6.13. Another recommendation made by the Committee on Reservations & Bookings was that automatic ticket vending machines should be introduced for local destinations like Patna-Gaya, Delhi-Meerut, Bombay-Poona etc. This recommendation had been accepted by Government. The Committee enquired about the steps taken to implement this recommendation. The representative of the Ministry of Railways stated that self-printing machines had been principally installed in the Suburban Sections such as in Bombay where the fares had been standardised in the slabs of 30,



40, 55 or 65 paise, etc. They were extending the installation of these self-printing machines. The programme for the production of these machines by the workshops of the Railways, however, depended upon the funds available. There were financial constraints as the expenditure on these machines was chargeable to passenger amenities. The cost of these machines was Rs. 7000/- for the one-way machine and Rs. 10,500 for the two-way machines. The Chairman, Railway Board, however, agreed to change the allocation of expenditure on printing machines.

6.14. Underlining the need to root out malpractices in booking and reservation offices, the Minister of Railways in his budget speech in Lok Sabha on 11 June, 1977 stated:

“To enable passengers to travel in relative comfort, it is first necessary to ensure that they can buy tickets for reserved accommodation. For this purpose, it shall be my endeavour to root out malpractices in booking and reservation offices and in the matter of allotment of wagons. I have initiated surprise checks by the Vigilance Department to ensure that there is no collusion between unsocial elements, unauthorised persons and the railway booking staff.”

6.15. The Committee note that there are several difficulties experienced by the passengers in regard to booking and reservation of seats/berths in the trains. The booking and reservation facilities provided at the stations particularly at important stations are generally inadequate. The Committee are unable to agree with the statement of the Ministry of Railways that as a result of the survey of booking facilities, conducted at important railway stations, it was found that the existing facilities were satisfactory. The long queues at the booking windows is a common sight at important stations. It is, therefore, essential that these facilities are kept under constant review and steps taken to provide additional booking facilities at various railway stations as per the requirements.

6.16. The supervisory staff at the stations should also make frequent checks at the booking/reservation counters particularly during rush hours and whenever there is a long queue additional arrangements should be made immediately to clear the rush by opening additional Counters and/or by deploying additional hands. It is also essential that surprise checks are made in this regard by the superior officers from the Divisional/Zonal headquarters.

6.17. The Committee note in this connection that there are various categories of clerks at the stations which make it difficult to deploy one category of clerks for other duties like booking etc. even during slack periods. They desire that, as agreed to during evidence, the matter should be examined with a view to reducing the categories of staff employed at the station and make them multi-functional. This would facilitate their deployment according to the exigencies of work.

6.18. The Committee would stress the need to ensure that tickets are easily available for reserved accommodation. It is essential for this purpose to root out malpractices in booking and reservation offices and it should be ensured that there is no collusion between unsocial elements, unauthorised persons and the railway booking staff.

6.19. The Committee also suggest that as in the case of reservation office at New Delhi, the reservation counters at important stations should display charts showing the route maps of the relevant trains, time of departure of each train and the position in regard to availability of reservation in each train. The fare for various stations en-route may also be displayed for the information of the passengers.

6.20. The Committee are informed that self-printing ticket issuing machines have been installed at important stations, principally on suburban sections to facilitate booking of passengers. They are, however, surprised to find that as the expenditure on these machines is charged to passenger amenities, there has been slow progress in installing such machines at other stations. The Committee recommend that, as agreed to by the Chairman, Railway Board during evidence, the matter should be urgently reviewed with a view to changing the allocation of expenditure on these machines to facilitate provision of adequate funds and installation of additional machines at important stations.

6.21. The Committee have been informed that for the facility of the passengers, the bogies are numbered and there are signboards on the platforms to indicate the position of the bogie. The Committee desire that a survey should be carried out in regard to the actual implementation of this measure to ensure that as far as possible the facility is actually provided on important trains at large and busy stations.

6.22. The Committee have been informed that in respect of reserved accommodation the coach and berth/seat numbers are

written on the tickets. It has, however, come to the notice of the Committee that these are not written legibly in some cases, causing difficulty to the passengers in locating their seats. The Committee have been informed that instructions have been issued for writing legibly the berth and coach numbers on the tickets and a few checks made by the officers showed improvement in this regard. The Committee need hardly stress that there is need for constant watch in this regard to avoid inconvenience to the passengers. It should also be ensured that Travelling Ticket Examiners on duty at the station are courteous and help the passengers in locating their seats. Prompt and deterrent action should be taken against the officials who fail in their duty to the passengers. The Committee also desire that the Reservation Charts should be typed in bold letters and pasted on each reserved bogie and at the stations.

6.23. The Committee would like the Ministry of Railways to take effective measures to ensure that all facilities are provided to the intending passengers to locate their seats in the train easily and there is no scramble and running about on the platform in search of the seats. They have no doubt that a continuous review of these facilities would be made to improve upon the arrangements in the light of experience gained and difficulties encountered.

6.24. It has been seen that at the starting stations unreserved compartments are generally occupied by passengers even while trains are in the yard. This gives rise to malpractices at certain stations in collusion with the railway staff. In order to save waiting passengers of any inconvenience, the Committee feel that empty trains should be brought on the platforms with unreserved compartments locked and the arrangements made to unlock them as soon as these arrive at the platforms.

#### *Reservations from Intermediate Stations*

6.25. It had been stated in a Memorandum to the Committee that a quick fool-proof system should be devised for providing reserved accommodation from intermediate stations. The Committee enquired about the system for fixing quotas for intermediate stations.

The representative of the Ministry of Railways stated during evidence that quota for intermediate stations were fixed, taking into account the number of trains running on the route, the population round about the intermediate station and the number of people travelling by certain trains from that station as well as the demand received from the public.

6.26. The Committee also enquired whether the seats/berths for intermediate stations were being reserved in a fixed bogie for the convenience of passengers boarding from these stations. The representative of the Ministry stated that the Krishna Kant Committee had recommended that on long distance trains on which quotas were given at stations en-route, the quotas should be earmarked in one coach to the extent possible. This suggestion had been accepted and instructions issued accordingly. The checks made by the Ministry revealed that this suggestion had been implemented.

6.27. The Committee also enquired the procedure for reservation of berths/seats from intermediate stations. The representative of the Ministry of Railways stated during evidence that at the stations where quota was available, there was no problem of reservation of seats/berths for the trains upto the allotted quota. But in regard to other stations a telegram has to be sent to the starting station of the train for the reservation. Although as a rule all these telegrams should be replied to, there was sometimes carelessness on the part of the staff at the starting stations. It was admitted that there was scope for a lot of improvement in this regard. The railways were trying to link certain stations through teleprinter circuits and microwave system to improve communication system.

6.28. It is noticed that the Committee on Reservations and Booking suggested that as long as teleprinters cannot be introduced, a courier system should be introduced in which the couriers can take the messages of reservation of seats/berths for all intermediate stations and deliver them to respective stations, which should invariably confirm the action taken on messages. These recommendations had been accepted by the Ministry of Railways. As regards their actual implementation the Committee were informed that the courier system had been introduced in a big way within the Railways system of each Railway. This system was being experimented on trunk routes where it was not in existence already and would be introduced between other points progressively. The Committee were also informed that prompt action was taken on reservation messages and action taken conveyed to the message originating point. Wherever staff was found delinquent in their duties they were taken up with.

6.29. The Committee on Reservation and Booking also suggested introduction of a system providing for Travelling Ticket Examiners manning sleeper coaches to send advance information about vacant berths/seats to intermediate stations. This recommendation was

accepted by the Ministry of Railways. As regards the implementation of this system, the Committee were informed that the Railways had expressed practical difficulty in implementing this procedure. Railways had, however, been asked to select important points where the facility of trunk line/control phone was available and pass on advance information at such points about the availability of berths/seats in sleeper coaches.

6.30. The Committee find that difficulties are experienced in regard to reservation from intermediate stations. As per the present system, the passengers from the intermediate stations which do not have separate quota of berths/seats can have reservations only from the originating stations of the trains. As admitted by the representative of the Ministry of Railways, the telegrams sent for reservations remain unattended to in many cases causing great inconvenience to the passengers in getting the reservations. The Committee urge that the supervisory staff at the stations should ensure that all the telegrams received for reservation are promptly replied to. The passengers should also be invariably informed about their reservations on receipt of the intimation at the intermediate stations.

6.31. The Committee also note that in pursuance of the recommendations made by the Committee on Reservations and Booking important stations have been linked with teleprinters circuit. This facility was being extended to other stations progressively. The railways have also introduced a courier system in which the couriers take messages for reservations from all intermediate stations and deliver them to respective stations. The action taken on messages is conveyed to the message originating point. The Committee desire that the extension of teleprinter facility and the Courier system to various stations should be expedited to avoid inconvenience to the passengers in getting reservations from the intermediate stations.

6.32. The Committee also find that the Committee on Reservation and Booking suggested introduction of a system providing for the Travelling Ticket Examiners manning sleeper coaches to send advance information about the vacant berths/seats. The Committee have been informed that the Railways had been asked to select important points where the facility of trunk line/control phone was available and pass on advance information at such points about the availability of berths/seats in sleeper coaches. The Committee desire that the system should be introduced early at all such stations.

to avoid inconvenience to the passengers and the scope for corruption. The actual implementation of the system should be ensured by surprise checks by senior officers and deterrent action taken against the delinquent officials.

6.33. The Committee also suggest that there should be a periodical review of the quotas of berths|seats fixed for the intermediate stations based on the volume of actual traffic from each station. The Railways should endeavour to provide quota of seats in all classes to important stations en-route on the trains in which there is a fairly regular demand and which involve overnight journeys.

6.34. The Committee note that 58 out of 66 recommendations made in the Approach Paper by the Committee on Reservation and Booking have been accepted by Government. The Committee desire that actual implementation of these recommendations in the field should be ensured by conducting surprise checks. In respect of those recommendations which are to be implemented progressively, a periodical review should be made in regard to implementation of these recommendations to ensure speedy progress in their implementation.

## CHAPTER VII

### PUBLIC ADDRESS SYSTEM

7.1. Public Address System is provided at important Railway Stations where the volume of passenger traffic is large and it is necessary to provide suitable arrangements for guiding the passengers in the matter of arrival and departure of trains on different platforms, changing of trains, etc.

7.2. At present, Public Address System is available at 285 stations. Another 135 stations also qualify tentatively for the provision of this facility.

7.3. As regards the programme for installing public address system at these stations it has been stated that the proposals for the provision of Public Address System at the stations which have been electrified are considered alongwith other items of passenger amenities by the Railways in consultation with the Zonal Passenger Amenities Committee taking into account the relative importance of the station, traffic dealt with etc. and works approved are included in the Annual Works Programme, subject to availability of funds.

7.4. In a memorandum to the Committee, one eminent non-official stated:

"There is a considerable scope for improving the quality of loud speaker announcement at the stations/junctions. Because of bad accoustics, rarely is one able to hear those announcements clearly. They add more to the confusion and noise than to the enlightenment of the passengers, though of late there has been some improvement in this matter. Apart from the proper voice training of the announcers, greater care should be given to the location of the loudspeakers, avoidance of echoes and interference etc."

7.5. In another memorandum by a knowledgeable person it has been stated that:

"Announcements made at Stations|junctions regarding arrival, departure and destination of trains are done in such

a manner at present that they are at most points not easily intelligible and clear. There is a lot of distortion and passengers find it difficult to understand what is being announced. Although a good deal of attention has been paid by Railways to the matter of locating loudspeakers at proper places, yet the improvement effected is not good enough. Also the announcements still appear to be made by persons who have had no training in how to use "mikes" for making such announcements. All the announcers should be made to undergo a suitable training course with the All India Radio or elsewhere to learn the correct use of mikes and the Railways should also again review the siting and height of the loudspeakers installed on the platforms. Public announcing arrangements should be installed at all large stations wherever electricity has been provided."

7.6. It was also represented in yet another Memorandum to the Committee that close Circuit T.V. introduced in major metropolitan Railway Stations suffer from the handicap of 'small letters hardly visible to the public.

7.7. The Committee enquired about the system of selection and training of the announcers. They have been informed that staff for making announcements on public address system is selected by a Selection Committee consisting of officials from the Commercial and the Signal and Telecommunication Departments. The Committee specially watches that the candidates selected have aptitude for the work and also have a suitable voice for making announcements on the microphones, if necessary, by 'voice suitability' tests.

7.8. It has also been stated that every endeavour is made to ensure that the announcements made through Public Address System at railway stations are precise, properly worded and clearly audible to passengers. For this purpose, instructions exist that the equipment provided be maintained properly and the staff for making announcements given suitable training.

7.9. The Committee were also informed during evidence that initially some persons were sent to All India Radio for training. Some of the Railways also impart training in their respective zonal schools, but not as a regular measure.

7.10. As regards the languages used for making announcements at the stations, the Committee were informed that the announce-



ments over Public Address System were made in Hindi, English and regional languages.

7.11. The Committee also enquired about the nature of announcements made over the Public Address System. They were informed that apart from the announcements about arrival, departure of trains, dislocation of services due to breaches, accidents, special train services run to cater to the summer rush, mela traffic, etc., the slogans on social education e.g. Family Planning, ticketless travel, foot-board/roof travel, cleanliness on platforms and in trains etc. are announced for the benefit of passengers.

7.12. It is noted that the announcement regarding portage charges has been included in the list circulated to the Railways. It was however, noticed by the Committee during their on-the-spot study visits that the announcements in this regard were generally not made.

7.13. It has been stated in a Memorandum to the Committee that the system of making announcements, provision of music as prevalent in the Rajdhani Express should be gradually extended to other Express and Mail trains. Asked about the steps taken in this regard, the representative of the Ministry of Railways stated during evidence that the music could be provided in air-conditioned trains only because these were noise-free. It was being provided on the Rajdhani and AC Delux trains.

7.14. The Committee note that the system of making announcements through public address system has been introduced so far on 285 important stations. They however, stress that, if the system is to serve any useful purpose, it has to be ensured that the announcements made are intelligible and clearly audible to the passengers. It is essential for this purpose that apart from careful selection of the announcers after proper voice suitability test, they should also be imparted suitable training in All-India Radio or at the zonal training schools of the Railways. There may also be periodical refresher courses followed by audibility tests to maintain standards. The Railways should also review the location of the loud-speakers at the platforms to ensure optimum audibility. It should also be ensured that the equipment is properly maintained.

7.15. The Committee also suggest that besides usual announcements made over the public address system, the charges for portage should also be announced invariably so that the passengers are saved from harassment and over-charging. Suitable announcements about catering, dormitory and retiring room facilities and the tariff charges therefor should be made at important stations where long distance trains halt for sufficient time.

7.16. The Committee suggest that the facility of public address system can also be used with advantage to project the progress made and to enlist the cooperation of the people in the implementation of selected national programmes and the need for discipline. The Committee suggest that arrangements may be made to play instrumental music and to relay radio news over the public address system in between the usual announcements.

7.17. The Committee recommend that a phased programme may be drawn up for installation of public address system at important stations which handle a large number of passengers.

7.18. Another welcome addition to the amenities to the passengers would be the provision of music in long distance trains. The Committee suggest that this facility, which is at present available only in some trains like Rajdhani Express, may be gradually extended to other long distance air-conditioned trains. The Committee would suggest that the question of showing feature films in chair car compartments may also be examined.

7.19. The Committee also find that the material displayed on close circuit TVs installed at some of the stations suffer from the handicap of small letters. The Railways would do well to see that the material displayed on these TVs is in bold letters which are clearly visible and readable by the passengers.

## CHAPTER VIII

### RETIRING ROOMS

#### (a) Provision of Retiring rooms

8.1. The Railways have provided Retiring Rooms at important stations serving State Capitals, District Headquarters, industrial and pilgrim centres and places of historical and tourist importance.

8.2. As regards the criteria for providing retiring rooms, it has been stated that initially retiring rooms were provided only at selected stations taking into account the importance of places served by the station, facilities locally available in the town for stay of passengers and need for passengers' stay at the station itself to catch connecting train etc.

8.3. The provision of retiring room at station was reviewed in 1961. It was decided that retiring rooms should be provided at all important stations serving State Capitals, industrial and pilgrim centres, and places of historical/tourist importance. It was further decided in 1963 that retiring rooms should also be provided at important district headquarters stations on a programmed basis.

8.4. The Committee were also informed that prior to November, 1954, retiring rooms were meant only for upper class (first and erst-while second) passengers. In response to persistent demand from other classes of passengers, passengers of all classes were permitted to avail of the retiring rooms facility with effect from November 1954 on payment of prescribed rental charges. The retiring rooms are meant for stay of *bona fide* passengers initially for a period of 24 hours only which can be extended if there are no other waiting passengers.

8.5. The Railway Convention Committee (1971) had pointed out that the occupancy ratio of the retiring rooms varied considerably from place to place. That Committee desired that the Ministry should examine if these rooms could not be put to better use at places where their occupancy was less than 40 per cent so that the expenses incurred on their maintenance and upkeep could be justified. This recommendation was accepted by Government.

8.6. The accommodation available, charges for retiring rooms and occupancy ratio etc. at various places is given in Appendices IV and V. It would be seen therefrom that at 67 stations the occupation ratio of retiring rooms was still lower than 40 per cent.

8.7. The Committee enquired about the reasons for low occupancy ratio of the retiring rooms at certain places and the steps taken to put them to better use. They were informed that the need for providing retiring rooms at Railway stations was considered taking into account the facilities locally available in the town and need for passengers stay at the station itself to catch connecting train etc. The poor occupation of retiring rooms at certain stations could, therefore, be attributed to the following factors:—

- (i) Improved rail connections due to introduction of new trains and revised timings of trains, etc.;
- (ii) Establishment of hotels in the vicinity of stations; and
- (iii) Provision of guest houses by State Governments, Public Sectors Undertakings and Industrial Houses for their officers and staff.

8.8. The Committee were also informed that steps were taken to improve the utilisation of retiring rooms by wide publicity at stations about the availability of the facility. The steps taken by the Railways had improved utilisation of retiring rooms at certain stations. Instructions, also existed that such retiring rooms as do not show a net earning equal to the cost of their repairs and maintenance, should be put to alternative uses.

8.9. Asked whether retiring rooms at all such stations have been put to alternative use, the Committee were informed that out of 254 stations where retiring rooms had been provided, there were 42 stations where the net earnings were not equal to the cost of repairs and maintenance. At 5 stations the retiring rooms had been converted into officers rest rooms/inspectors' rest rooms and staff quarters. At 3 stations the retiring rooms were being converted into dormitories. At 15 stations the retiring rooms were not being put to alternative uses even though the earnings were not equal to the cost of repairs and maintenance due to the stations being of tourists and pilgrim importance. At 7 stations the question of putting the retiring rooms to alternative uses was under consideration of the Railways in consultation with Divisional Railway Users Consultative Committee. At remaining stations the question of putting the retiring rooms to alternative uses was being examined by the Railways.

### *Occupation of retiring rooms by Railway Officers.*

8.10. There is a general impression that the retiring rooms at important stations are occupied by the Railway Officers and staff causing inconvenience to the passengers. The Committee were informed during evidence that at important stations where the railway officers are frequently on duty, separate rest houses or retiring rooms had been earmarked exclusively for their use. But at other stations, the instructions were that they might occupy the retiring rooms only when not required for public use. It was however admitted that there might be cases where these were occupied on first-come-first served basis.

8.11. From a statement furnished to the Committee (Appendix IX) it is, however, seen that there was heavy occupation of retiring room by the railway officers at several stations. In the case of Madras/Egmore and Trivandrum Central Stations the occupancy ratio was as high as 99 per cent and 95 per cent respectively.

### *Dormitories*

8.12. Dormitory type retiring rooms have also been provided at 58 important stations to cater for the demand of passengers who cannot afford to avail of the facility of retiring rooms. The number of beds provided in a dormitory varies according to the local requirement. At certain places the dormitories have been divided into a number of cubicles with common bath, lavatory and toilet facilities. The rules for allotment of beds in dormitory type retiring rooms are the same as for the retiring rooms.

8.13. The Committee enquired the steps taken to provide dormitories at other stations. They were informed that the provision of dormitories had been programmed at the following stations:

Howrah, Meerut, Varanasi, Tiruchirapalli, Quilon, Trivandrum Central, Srikakulam, Vasco-da-Gama and Bombay Central.

8.14. The Committee also found during their visit to Jaipur station that a separate dormitory had been provided for ladies.

8.15. The Committee note that the Railways have provided retiring rooms at 254 stations so far. There is, however, considerable variation in the occupancy ratio of the retiring rooms. While at 45 stations, the average occupancy during 1975-76 was more than 80

per cent. It was less than 40 per cent at 67 stations. The Committee desire that the Ministry of Railways should review the position in regard to the occupancy of the retiring rooms, at such stations where the retiring rooms provided are not sufficient to meet the demand of the passengers, the question of providing additional accommodation for the convenience of the passengers may be considered. But more important is the need to ensure that the retiring rooms already provided at various stations are utilised to the maximum extent possible. The Railway Convention Committee (1971) had, in this connection, suggested in their Fourth Report in March, 1973 that the Ministry should examine if the retiring rooms could not be put to better use at places where their occupancy was less than 40 per cent so that the expenses incurred on their maintenance and upkeep could be justified. In spite of the fact that the recommendation of the RCC had been accepted and brought to the notice of Zonal Railways for necessary action, the Committee regret to note that there are still 67 stations where the average occupancy ratio of retiring rooms during 1975-76 was even lower than 40 per cent and at 42 stations the net earnings from the retiring rooms was not equal even to the cost of repairs and maintenance. Apparently, the matter has not been given the attention that it deserves. The Committee urge that concrete measures be taken to improve the occupancy ratio of the retiring rooms to save avoidable loss to the Railways, and an officer be made specifically responsible in each division for improving the position in this regard. Some of the measures which can be considered in this connection are (1) to give wide publicity to the availability of retiring rooms at these stations through announcements; press handouts, etc. (2) to reduce the charges and/or to fix concessional rates during off-season period at stations where there is seasonal demand (3) to convert the retiring rooms into dormitories, etc.

8.16. The Committee suggest that in order to increase the occupancy of retiring rooms and to enable the existing accommodation being used by larger number of passengers, the railways should consider fixing the charges for these rooms at 12 hourly basis instead of the present system of charging them on 24 hourly basis.

8.17. The Committee also desire that proper records should be maintained and constant watch kept on the occupancy ratio, revenue earnings from these retiring rooms and the cost of their repairs and maintenance, etc. so that timely remedial measures can be taken to improve the position wherever necessary.

8.18. There is also a general impression that the Railway retiring rooms are frequently occupied and/or are kept reserved for Railway officers and not made available to the passengers. While it may at times be necessary to make the retiring rooms available for use by the Railway officers and staff it has to be realised that retiring rooms are primarily meant for the convenience of the passengers. The Committee suggest that it would be better if, at important stations, where the Railway officers frequently go on duty and the number of rest rooms for Railway officers is not adequate, a fixed number of beds/retiring rooms are earmarked for the use of Railway officers/staff and they may not ordinarily occupy the rooms meant for passengers.

8.19. The Committee find that whereas the retiring rooms have been provided at 254 stations, the dormitory type of retiring rooms, which provide accommodation at cheap rates to the travelling public, have been provided only at 58 stations and are programmed for construction at nine more stations. The Committee urge that dormitories be provided under a timebound programme at all important stations where there is established demand for them for the facility of the passengers.

8.20. The Committee further recommended that in future when accommodation for passengers' stay at stations is to be provided, the emphasis should be more on dormitory type of accommodation than on retiring rooms.

8.21. The Committee note that a separate dormitory has been provided for ladies at Jaipur Station. The Committee welcome this step and desire that the question of extending this facility to other important Stations may be considered in the light of experience gained.

8.22. It has been observed that the retiring rooms particularly the lavatories and linen in these rooms are generally dirty. The Committee would like that these rooms should be attended to and linen therein changed and the lavatories thoroughly cleaned soon after they are vacated by an occupant.

#### (b) Furniture in retiring rooms/dormitories

8.23. The Committee enquired about the type of furniture provided in retiring rooms/dormitories. They were informed that by and large furniture is being provided in retiring rooms as per guidelines issued (Appendix VI). However, Railways had been asked to

check up the availability of furniture in retiring rooms as per guidelines and make good the deficiencies.

8.24. As regards furniture in dormitories it was stated that no guidelines for the provision of furniture in dormitories as such had been issued by the Ministry of Railways. The Railways were providing furniture in dormitories taking into consideration the guidelines for retiring rooms and the requirements of the users. However, the guidelines were being formulated in consultation with the Railways and the same will be issued.

8.25. The Committee pointed out that at various stations the furniture provided was outmoded and not in good condition. The representative of the Ministry stated that inspection and supervision was done locally. If the furniture was not well kept it was just negligence on the part of the staff.

8.26. As regards provision of less costly and more utility oriented furniture in the retiring rooms, the representative of the Ministry stated that they had not made any research or survey in this regard. They could have a Cell to go into it.

8.27. The Committee also enquired the arrangements made for safe keeping of luggage in retiring rooms/dormitories. The representative of the Ministry stated that there was a cupboard provided in the retiring rooms. In the single bed retiring room one could lock it and go out. He, however, agreed that in the double bed retiring room and in dormitories it would be better if a locker next to each bed was provided.

8.28. The Committee were also informed that the South Central Railway have provided wardrobe-cum-lockers in retiring rooms at Hubli.

8.29. The Committee note that guidelines have been issued in regard to provision of furniture in retiring rooms. Similar guidelines in regard to provision of furniture in dormitories were being formulated. The Committee desire that the issue of these guidelines should be expedited and it should be ensured that the furniture is actually available in retiring rooms/dormitories as per the guidelines laid down.

8.30. The Committee would also suggest that, as agreed to during evidence, it would be desirable to provide lockers in retiring rooms/dormitories along with each bed for safe keeping of luggage by the passengers. The Committee have been informed that the South



Central Railway have provided wardrobe-cum-lockers in the retiring rooms at Hubli. The Ministry of Railways may examine the matter in the light of experience gained with a view to providing similar wardrobe-cum-lockers in retiring rooms and dormitories at important stations.

8.31. The Committee also find that the furniture provided in waiting rooms/retiring rooms/dormitories at some of the stations is outmoded. As promised by the representative of the Ministry of Railways during evidence, research may be intensified to evolve functional but not very costly designs for the furniture for the waiting rooms as well as retiring rooms and dormitories for the best utilisation of space and greater passenger convenience. It may be better to have Zonal furniture design competition for the purpose to encourage innovations. The Committee would like to be informed of the concrete measures taken to evolve and provide utility furniture at important retiring rooms and waiting rooms as per a time bound programme.

#### (c) Charges for retiring rooms/dormitories

8.32. In their Fourth Report (March, 1973) the Railway Convention Committee had pointed out that there was wide variation in the rental charges for retiring rooms facility from place to place. They desired that the Ministry should undertake a comprehensive review of the position in this regard on all the Railways with a view to standardising the charges which should not exceed Rs. 10/- for a double bed room. The Committee also suggested that in places where the occupancy of the retiring rooms was relatively poor, it might even be worth while to reduce the rental charges.

8.33. The rental charges of retiring rooms at various stations are given in Appendix IV. It will be seen there from that the charges vary from Rs. 3/- per bed to Rs. 12.50 per bed. The Committee enquired the reasons for variations in the retiring room charges and the steps taken to standardise them. They have been informed that the charges for occupation of retiring rooms are fixed by individual Railway Administrations. Some of the factors taken into consideration are:—

(i) Cost of land and construction;

(ii) Maintenance charges;

(iii) Charges of hotel accommodation of comparable standard in the locality;

(iv) Occupancy ratio.

As the above factors are variable, the charges for retiring rooms vary from place to place. However, in accordance with the recommendations of the Railway Convention Committee, 1971, the Railways have reviewed the charges of retiring rooms and standardised these to the extent feasible. The Railway administrations have been asked to group the stations in three or four categories and standardise the charges within each such category to the extent feasible.

#### *Charges for dormitories*

8.34. In regard to charges for dormitories, the Railway Convention Committee had suggested that in order that full advantage is taken of this facility by the travelling public, the Railway would do well to standardise the charges at a moderate level say Rs. 2 per bed. From the information furnished to the Committee (Appendix VII) it is however seen that the charges for dormitories vary from Rs. 2 to Rs. 7.50 per bed.

8.35. The Committee enquired whether the Ministry have considered the question of providing at least dormitory type of accommodation at cheap rates for the benefit of common man. The representative of the Ministry stated during evidence:

“There are two suggestions for this. If we insist that the dormitory bed should not be used for more than 24 hours, then it would be utilised by people, coming for a short period or for changing over from one gauge to another and for breaking journey. In that case, one suggestion which has been made but which has not been finalised and is so far only an idea, is that we should not charge anything more than what we charge for the sleeper berth in the running train. He has to sleep overnight one day either in train or here or we may charge the conventional fee as charged for a bed in a hotel nearabout where I understand the charge is Rs. 10 to 15 per bed with a cup of tea in the morning.”

8.36. The Committee note that although the Railway Convention Committee 1971 suggested that the charges for retiring room may not exceed Rs. 10/- for a double bed room the actual charges at some of the stations are even upto Rs. 25/-. Similarly, for dormitories,

the rent charged is upto Rs. 7.50 per bed as against Rs. 2/- per bed suggested by the Railway Convention Committee. The Committee desire that the matter may be reviewed with a view to reducing the charges especially for dormitories so that these may not go out of the reach of a common passenger.

**(d) Air conditioning Retiring Rooms**

8.37. In pursuance of the suggestion from the Tourist Advisory Committee that the general standard of retiring rooms should be improved to cater to the foreign tourists and the demand from the members of the National Railway Users' Consultative Committee, air conditioned retiring rooms have been provided at certain more important stations commonly visited by tourists. Such air-conditioned retiring rooms have been provided at 20 stations so far. The occupancy ratio of these retiring rooms during the years 1973-74 to 1975-76 is given in Appendix VIII.

8.38. The Committee enquired the reasons for providing air-conditioned retiring rooms at Ajmer and Jaipur where the occupancy ratio was lower than 40 per cent. The representative of the Ministry stated that at Ajmer there was heavy influx of pilgrims on two or three important occasions like Pushkar Mela and Khwaja Sahib Mela. There was also no air-conditioned hotel at Ajmer. The witness also stated that "as we get more and more sophisticated, demand for air-conditioned retiring rooms will increase."

8.39. The Committee were informed subsequently in a reply that the occupancy ratio of air-conditioned retiring rooms at Jaipur had improved from 33 per cent in 1975-76 to 57 per cent in 1976-77 (upto 31-12-1976). The occupancy ratio of air-conditioned retiring rooms at Ajmer had marginally improved from 22 per cent in 1975-76 to 23.3 per cent in 1976-77 (upto 31-12-1976). The occupancy ratio of air-conditioned retiring rooms at Ajmer had not shown much improvement due to there being only seasonal pilgrim traffic. Steps were being taken to improve the occupation of air-conditioned retiring rooms at Ajmer by reducing the rates, allowing the advance reservation by post and by permitting extended stay in case there was no demand from other passengers.

8.40. The Committee find that air-conditioned retiring rooms have been provided at 20 stations and at some of these stations the occupancy ratio was even less than 40 per cent. It is surprising that while on the one hand, the Railways have complained of the inade-

quacy of funds for provision of passenger amenities, the meagre amount provided therefor should be directed for providing air-conditioned retiring rooms which are at best utilised by the affluent section of the society while denying funds for several other much needed amenities. The Committee are not sure as to what extent the air-conditioned retiring rooms are being used by the foreign tourists which was stated to be the main reason for providing them as good hotel accommodation is generally available at most of the 20 stations at which such accommodation has been provided. The Committee, therefore desire that the Railways should take these aspects into consideration while providing air-conditioned retiring rooms in future.

## CHAPTER IX

### MAINTENANCE OF PASSENGER AMENITIES

#### (a) Maintenance of existing facilities

9.1. The proper upkeep of the various passenger amenities needs no emphasis. The Railway Catering and Passenger Amenities Committee, 1967 had observed in its Report as under:

“A large number of members of the public strongly criticised the present state of maintenance of the existing facilities at stations and on trains and voiced the complaint that, although a number of amenities were available, the lack of proper maintenance stood in the way of the public availing many of them. It was pointed out that in numerous cases lights and fans did not work and water coolers went out of order during summer. Broken furniture in waiting rooms etc. was not being replaced promptly and the upkeep of retiring rooms left much to be desired. The strongest criticism made was in regard to latrines which were stated to be seldom cleaned by the staff provided for the purpose.

In the opinion of the Committee, this position reflects a very unsatisfactory state of affairs and calls for an immediate drive on the part of the Railways to effect an immediate improvement. The concerned staff should be made conscious of their responsibilities and inspections by officers should be tightened up.”

9.2. The position, however, has not shown any appreciable improvement. In one of the memoranda received by the Committee it was stated:

“There is considerable scope for improvement in the amenities provided for passengers both in railway stations and in trains. Proper maintenance of station buildings, ensuring cleanliness, upkeep of furniture in waiting rooms and stations premises and general improvement in station surroundings deserve much greater attention than at present.

Bathing rooms and lavatories in Stations are either very badly kept or not maintained at all. Cleanliness of these premises is of utmost importance from the public health point of view.

Maintenance of trains except a few important mail and express trains is not up to the desired standard. Many of the trains are badly kept with no fixtures and some of them do not have even seats. This is particularly so in the case of suburban trains."

9.3. The Committee enquired the steps taken by the Railways for proper maintenance of the amenities provided in the trains and on the stations. It has been stated that in so far as the trains are concerned, on completion of a trip the passenger rakes are given attention at the terminals. In the case of short branch lines, such attention is given after a round trip. The attention usually consists of taking the rake on a maintenance siding where they are cleaned|washed and the damages|deficiencies are made good. At all important stations, the maintenance lines are provided with pits, washing hydrants, stores, sick lines to attend to damaged coaches. Stocks of spares are provided at such terminals, as also the staff consisting of fitters, carpenters, trimmers, safaiwalas, khalasis etc. Their work is supervised by train examiners.

9.4. It has also been stated that frequent inspections are carried out by railway officers to ensure proper maintenance of coaches at the primary and secondary depots and at important intermediate stations. Special drives are also conducted from time to time for focussing attention on proper maintenance of coaches in service. Apart from this, the carriages are attended to for filling water in carriage, tanks and for cleanliness|minor repairs at important stations.

9.5. In so far as amenities provided at the stations are concerned, attention is paid to maintain properly station buildings, waiting rooms, waiting halls, retiring rooms, bath rooms etc. Repairs are carried out as and when necessary. During their inspection the supervisory staff pay special attention to their condition and upkeep. Lapses coming to their notice are taken up with the staff at all levels.

9.6. Special drives are also launched at selected important stations for proper maintenance of public utility services and prizes and awards are given annually to the best maintained station as an incentive to the staff to keep the station always clean and tidy.

9.7. As regards the setup for ensuring supervision on the staff employed at big stations, it has been stated that there are supervisors of the various departments concerned, viz. Inspector of Works|Asstt. Inspector of Works (Engineering Staff), Train Examiner|Carriage Foreman (Mechanical Engineering Staff), Health and Sanitary Inspectors (where provided), who exercise supervision on the work of the staff employed under them. The station Supdt.|Station Master, being the overall incharge, is responsible for the efficient discharge of duties devolving upon the several members of the staff employed at the station. The Station Supdt.|Station Master is required to daily inspect the station and see that all rooms, offices, platforms, latrines and other appurtenances are kept neat and clean. In addition, periodical inspection of amenities are undertaken jointly by Station Supdt./Station Master and the Supervisors of the concerned departments. Defects noticed during these inspections are noted in a separate register from time to time to ensure that the deficiencies are made good.

9.8. Periodical and surprise checks are also made by the officers and any slackness on the part of the staff concerned in maintaining prescribed standard of amenities is promptly taken up.

9.9. During evidence the Committee enquired whether it would not be desirable that all the staff employed at the stations for the upkeep of passenger amenities should be under the control of the Station Master instead of being under the supervisory control of the Supervisors of various departments concerned. The Chairman, Railway Board stated "We can make such staff answerable to the Station Master".

9.10. As regards supervision on the maintenance staff travelling in train, it is seen that the Western Railways have introduced a system of providing train superintendents on all long distance trains to supervise the activities of all the service staff travelling in train like travelling safaiwalas, TTE's Electric Fitters, Conductors, Guards, Catering Staff, etc. Asked whether any evaluation of this system had been made, the representative of Ministry of Railways stated during evidence:

"We have introduced train superintendents in the Rajdhani Express and the Jayanti Janata, because they are corridor trains. During the last 18 months we have converted a large number of express and mail trains into corridor trains, because all the coaches that are now being turned out by the Perambur workshop have arrangements to be

converted into corridor type. Until 18 months ago we had only a small number of corridor trains. Now the Western Railways have posted train superintendents in all their mail and express trains. It means additional expenditure. We are waiting for a report. The idea is that the train superintendent will be able to look after the facilities better."

9.11. The Western Railway also introduced the system of deputing summer travelling fitters on important trains and for other trains, emergency gangs have been provided so that complaints in regard to working of fans and other electrical fitting might be attended to.

9.12. Asked about the experience of this experiment and whether the system had been introduced in other Railways also, the representative of the Ministry of Railways stated that the introduction of travelling electrical and mechanical staff had been very useful. They had done it in Rajdhani Express, Delux and Tamil Nadu Express. This facility would be extended to a large number of through trains.

9.13. The Committee pointed out that leaving aside the lighting arrangements etc. going wrong on the way, sometimes, the carriages without proper lighting arrangements are attached even from the starting station. Asked about the reasons for it, the representative of the Ministry of Railways stated during evidence:—

"The electrical foreman in-charge is responsible. It is inexcusable. It is a serious matter and it is frowned upon. If he wants, he can detach that coach and put a new coach."

9.14. The Committee need hardly emphasise that proper up-keep of the various passenger amenities is as important as their provision. They, however, find that in spite of the fact that Railway Catering and Passenger Amenities Committee, 1967 had stressed the need for an intensive drive on the part of the Railways to effect an immediate improvement in this regard there is no appreciable change in the position as is evident from the adverse observations made in the several memoranda received by the Committee from knowledgeable non-officials. The maintenance of lavatories, bathrooms, second class waiting halls/waiting rooms, etc. is far from satisfactory. The Committee urge that there is need for sustained efforts to ensure that the facilities provided at great expense are properly maintained so that there is no complaint in this behalf from the travelling



public. It is of the utmost importance that apart from regular supervision there are frequent surprise inspections by the senior officers to look into the maintenance of passengers amenities and to ensure expeditious follow-up action on the deficiencies noted during such surprise checks. Deterrent action should be taken against the staff and supervisors for any laxity in maintaining properly and efficiently the basic passenger amenities.

9.15. The Committee note that the electrical and mechanical staff responsible for the upkeep of passenger amenities at the stations is under the Senior Supervisors of their respective branches. The Committee suggest that as agreed to by the Chairman, Railway Board during evidence, it would be better if all the staff employed at the stations for the maintenance of passenger amenities is placed under the supervisory control of the Station Superintendent/Station Master so that he can exercise unified control and can also be held fully responsible for the proper maintenance of these passenger amenities.

9.16. It is not an uncommon occurrence that at times, coaches without water or proper lighting arrangements and other basic passenger amenities are attached even from the starting station of a train. The representative of the Ministry stated during evidence before the Committee that "it is inexcusable. It is a serious matter and is frowned upon". The Committee suggest that the train Superintendent/Guard/Train Examiner/Conductor Guard should be made personally responsible to ensure that the basic and essential amenities for passengers, like water, lighting, fans etc. are available and are in full working order at the starting station before the train leaves. Any default in this regard should be taken serious note of and prompt and deterrent action taken against the officials who fail in their duty.

9.17. The Committee consider that as in the case of stations, there should be one overall incharge who can be approached by the passengers in running trains and can be held responsible and accountable for ensuring that deficiencies in amenities brought to notice by passengers are rectified at the earliest. The Committee suggest that the system of providing Train Superintendents on important long distance trains to supervise the work of the service staff travelling in the trains, as already existing on the Western Railways, may be suitably extended to other Railways. Steps should also be taken to give wide publicity to this measure through announcements over

public address system, etc. so that the travelling public get to know this functionary and can bring to his notice complaints about the passengers amenities for immediate and conclusive action.

9.18. The Committee also suggest that on such trains on which Train Superintendents are not provided, it should be the duty of the Guard/Conductor Guard to ensure that deficiencies in passenger amenities brought to his notice by the passengers are rectified without delay and to the satisfaction of the passengers.

9.19. The Committee also suggest that prompt action should be taken on the complaints of the passengers. The information in regard to the number and nature of complaints received from the passengers and the action taken thereon may be furnished to the Members of the Divisional Railway Users Consultative Committees at every meeting so that these Committees have an opportunity to examine the adequacy of the action taken on the complaints and suggest such further measures as may be considered necessary in this regard.

#### **(b) Thefts/Pilferages of Electrical and Mechanical fittings**

9.20. It is noticed that there was also high incidence of thefts/pilferages of electrical and mechanical fittings provided on the stations and in the trains causing great inconvenience to the passengers. This matter was considered by the Railway Convention Committee 1971 which had observed in para 3.155 of their Third Report in February, 1973 as follows:

“The Committee regret to note that the loss suffered by the Railways on account of pilferage of materials and fittings was as high as Rs. 91.72 lakhs in 1970-71 and Rs. 62.08 lakhs in 1971-72. The Committee consider that apart from the unsocial elements among the travelling public who may be committing these thefts. The complicity of the Railway employees in this nefarious activity cannot be ruled out. The Committee recommend that vigorous measures should be taken by the Railways to prevent the incidence of such thefts by better supervision and control particularly during the periods when the trains are stabled. The Committee note that the Ministry have formulated a scheme for provision of pilfer-proof fittings in wagons and coaches. They would like the RDSO to intensify their efforts in this direc-

tion so, that loss on account of theft and pilferage of materials and fittings from wagons and coaches is reduced to the minimum."

9.21. In reply to the above recommendation, the Ministry of Railways had informed the Railway Convention Committee (1973) in December, 1973 that the Director General Research Designs and Standards Organisation, Lucknow had been asked that the 'rive to provide pilferage proof fittings in wagons and coaches be intensified to cover up all wagons/coaches at an early date. The Railways had also been asked to tighten up security measures with a view to prevent thefts of fittings from wagons and coaches when they were stabled in yards.

9.22. As regards the precise progress made by the RDSO Lucknow in designing/providing pilfer proof fittings in wagons/coaches, the Railway Convention Committee were informed in July 1974 that after a detailed study, the RDSO Lucknow issued in 1971 an illustrated booklet containing methods to be adopted for making the coach fittings less prone to pilferage and the information so far received from the Railways indicated that the methods suggested have proved effective in reducing the incidence of pilferage of coach fittings. The effectiveness of anti-pilferage measures so far suggested was constantly under review.

9.23. It is, however, seen from the statement furnished to the Committee (Appendix IX) that the number of thefts of electrical and mechanical fittings has continued to be large and the value of stolen materials was Rs. 36.37 lakhs in 1975. There was generally heavy incidence of thefts in the case of Eastern and Northern Railways. As regards the reasons for high incidence of losses on these railways, the Ministry of Railways stated that the important trains running on the trunk line of these railways pass through some of the highest crime-prone areas of the country which have been known for such acts of vandalism. This is one of the important causes for the high incidence of such thefts on these Railways. In areas so affected, constant vigil has been maintained and the cooperation of the State Governments has been sought at all levels for an intensive drive against criminals and receivers of stolen property. A constant watch is being maintained and whenever a hardened criminal or receiver of stolen property comes to notice, an effort is made to take action against him under the preventive laws such as MISA and Defence and Internal Security Act of India Act. The States have generally been found cooperative and with the detention of large num-

ber of criminals, it may be expected that some improvement would be noticeable in future.

9.24. The Committee were also informed that the Railways were alive to the problem of theft and pilferage of electrical and mechanical fittings from the stations and trains and the following preventive measures have been taken in this regard:

- (1) Substitution of costly copper in electrical fittings like fans, relays etc. with aluminium.
- (2) Making mechanical fittings in coaches less attractive for theft by use of less expensive materials and as also by provision of anti-pilferage device.
- (3) Security arrangements have been tightened up in major depots, stations, yards and trains for prevention of such incidents.
- (4) Raids are also conducted against the criminals/receivers of Rly. property.
- (5) The criminals/receivers of Railways property are detained under MISA where sufficient grounds exist in consultation with State Police/Governments.
- (6) Beat patrolling of platforms and waiting halls have been started.

9.25. The Committee were also informed that the one man Expert Committee on Railway Security and Protection which was appointed by Government in May, 1975 under the chairmanship of Shri Kripal Singh, Retd. Chairman, Railway Board also examined the incidence of thefts of electrical and mechanical fittings amongst other points. That Committee submitted its report in May, 1976 and made certain recommendations both in regard to protection of rolling stock during service as well as for improvements in design. Out of 185 recommendations of the Committee, 113 recommendations had been accepted by the Railways and out of these on 80 recommendations instructions had been issued to the Zonal Railways for their implementation. The Committee were also informed that further examinations of suggestions for improvement in design etc. would be given due thought.

9.26. The Committee find that one of the reasons for the deficiencies in the amenities provided at the stations and in the trains is high incidence of pilferages of electrical and mechanical fittings. The

Railway Convention Committee (1971) which had gone into this matter recommended that vigorous measures should be taken by the Railways to prevent the incidence of such thefts. In pursuance of the recommendation of Railway Convention Committee the Railways had been asked to tighten up security measures. Research, Designs and Standards Organisation, Lucknow had also suggested methods to be adopted for making coach fittings less prone to pilferage. The one man Expert Committee on Railway Security and Protection which also examined the matter made several recommendations both in regard to protection of rolling stock during service as well as for improvement in design. The Committee, however regret to note that in spite of various measures stated to have been taken by the Railways the incidence of thefts of mechanical and electrical fittings continues to be high, the value of stolen material being Rs. 36.37 lakhs in 1975, causing great inconvenience to the passengers as well as avoidable loss to the Railways. The Committee would like the Railways to intensify their efforts and to take more effective measures to minimise the incidence of such thefts by further tightening up the security arrangements, provision of more anti-pilferage devices and through intensive drive against criminals and receivers of stolen property etc.

9.27. The Committee further urge the Ministry of Railways to ensure that the recommendations of the one man Expert Committee which have been accepted, are implemented by the Railways in the field expeditiously.

## CHAPTER X

### CATERING SERVICES

#### (a) General

10.1. The following types of catering services are normally provided by the Railways:—

- (i) Refreshment Rooms—vegetarian and non-vegetarian;
- (ii) Restaurants—vegetarian and non-vegetarian;
- (iii) Food snack stalls, tea stall, food snacks, soft drinks, tea trollies, khomchas etc.;
- (iv) Fruit stalls;
- (v) Dining cars, Pantry cars and Buffet cars on trains.

10.2. There were about 7085 stations as on 31-3-75 on Indian Railways but catering services are provided only at about 2991 stations. There are about 5000 passenger trains running every day but catering services have been provided only on 62 pairs of trains. Out of this, departmental catering managed by Railways themselves has been provided only at 67 stations and 37 pairs of trains. In addition at 39 stations, the Railway provide partial departmental catering. At other stations/trains catering is in the hands of private contractors.

10.3. It has been stated in a memorandum to the Committee by a knowledgeable person that:—

“All catering in trains should be departmental, Contractor catering in trains should be done away with, as it is not only sloppy and inefficient but also leads to abuses like ticketless travel etc. Departmental catering should also be the rule in all the bigger stations. Contractor catering should be resorted to only in smaller stations or those stations where the clientele catered for that particular type of catering of food is very small.”

10.4. The Committee enquired the reasons for the major portion of catering service being in the hands of the private contractors and

the measures which would be necessary for gradual take over of catering departmentally. It has been stated that a High Powered Committee on Catering (1954) headed by Shri O. V. Alagesan, examined various aspects of catering on the Railways and gave the following recommendation with regard to departmental catering:

“Railways with no departmental catering should start with an experiment with an economic departmental catering organisation so as to set the standard and service as a model.”

In pursuance of this recommendation, departmental catering was introduced on those railways which had no departmental catering. This, however, was done on limited scale and only at important stations and on a few long distance trains.

10.5. After the departmental catering had functioned for over a decade, another Committee “The Railway Catering & Passenger Amenities Committee, 1967”, under the Chairmanship of the then Minister of State for Railways Shri Parimal Ghosh, examined once again all the aspects of catering on the Railways and gave the following recommendations:—

“Railways should consolidate their existing catering services and effect an improvement in their quality and service. Further extension of departmental catering may be contemplated after economy measures have become effective.”

10.6. The recommendation of the Committee forms the basis of the existing policy in regard to departmental catering. Any further extension of departmental catering is undertaken only at selected important stations and a few long distance trains especially when the private contractors fail to give satisfactory service to the passengers.

10.7. It has been stated by the Ministry of Railways that if it is proposed to have complete departmental catering on Indian Railways, this would become a very huge establishment and a very big organisation would be necessary to run it departmentally. The important aspects to be considered while extending the departmental catering are satisfactory service to the passengers and the financial viability. At big stations where the turnover is large, it may be possible to have departmental management of the catering services on commercial lines, but at small stations, the catering unit of small size cannot be managed on commercially viable lines departmentally. If departmental catering is done, overheads would increase, cost of staff, spe-

cially supervisory staff would be very high as they would be regular Railway employees. Small catering units would, therefore, not be able to bear such increase in cost. Having so many departmental catering units at various small stations will also present the problem of satisfactory supervision and coordination as these establishments will be spread over large areas. At these small stations, even the system of commission vendors will not work as the total volume of traffic will not require more than one or two staff of which at least the cook will have to be departmental staff and only the vending could be done by the commission vendors. Since a number of units which would be taken over, will be commercially non-viable, this venture is likely to result in financial loss.

10.8. It has also been stated that in the entering establishments, run by private contractors, the furniture, the kitchen gadgets, utensils, crockery, cutlery, etc. are provided by the contractors themselves. If these units are taken over by the Railways, huge capital investment would be necessary for providing these items in the catering establishment which would be taken over.

10.9. The Committee note that catering services have been provided at 2991 stations and 62 pairs of trains. Out of these departmental catering managed by Railways themselves has been provided only at 67 stations and 37 pairs of trains and there was partial departmental catering at 39 stations. Thus major portion of the Catering service on the Railways is rendered by the private contractors. In spite of general complaints about catering services, it appears that departmental catering has been by and large rendering comparatively somewhat more satisfactory service to the travelling public than the private contractors. The Committee, therefore, feel that in order to provide better catering service to the passengers it may be better to extend the departmental catering on the Railways in a phased manner to other large/important stations and important long distance trains.

#### **(b) Quality and Service—Tea/Coffee/Cold Drinks**

10.10. There are generally complaints in regard to the quality and taste of tea/coffee, cold drinks etc. served by the catering units on the Railways. In a memorandum to the Committee, it was stated that "tea supplied in cups by all catering establishments and vendors has deteriorated and is of poor quality. There should be machinery to check quality of tea supplied to the train passengers during the night."



10.11. The Committee enquired the steps taken for improving the quality of tea or coffee served to the passengers. It was stated that good quality of tea/coffee only was supplied in departmental catering so that better tea could be prepared and supplied to the passengers. Assistance of tea and Coffee Boards was taken as and when necessary. Instructions had also been issued to the Railways to keep tea/coffee in insulated mettalic urns or thermos flask.

10.12. It is a general complaint of travelling public that tea/coffee served on the railway stations particularly by the vendors and stalls on platforms is not of good quality and taste. The Committee suggest that the Railways should take the assistance of the Tea Board for procurement of good quality tea, standardisation of inputs and for laying down proper technique for preparation of a good cup of tea. The Railways would do well to take similar assistance from Coffee Board to improve the quality and taste of coffee served to the passengers.

10.13. In regard to cold drinks also the Committee suggest that quality cold drinks bottled by concerns of repute approved by Government may be preferably served by catering units, to avoid health hazards. Care may also be taken to see that ordinary 'sharbat' 'shikanjbih' etc. sold by the vendors is prepared and served in hygienic manner, free from any contamination and health hazard. There is need not only to exercise quality control on the inputs but also to make the vendors fully conversant with hygienic methods of preparation of the cold drinks and of washing properly the glasses in which these are served.

10.14. The Committee attach importance to the above recommendations in the interest of health of travelling public and would like to be informed within six months of the concrete measures taken to bring about improvement on a sustained basis.

#### (c) Quality of food

10.15. There are also complaints in regard to the quality of food and the services rendered by the catering units. In a memorandum to the Committee, it was represented that the quality of food for lunch and dinner on trains may be improved by having better cooked chapaties and less of chillies and condiments in the meal or vegetables.

10.16. The Committee enquired about the steps taken for the quality control and to improve standard of catering both departmental and by contractors. They have been informed that the need for

the improvement in the quality and standard of service of catering is fully appreciated and every effort in that direction is being made. Some of the important measures being taken to improve the quality of food as well as the standard of service both departmental and contract catering are as under:—

- (i) Modern culinary techniques and appliances such as hot cases, insulated trolleys, "idli" grinding machines, etc. have been introduced in the catering units to improve service.
- (ii) Departmental catering staff are trained by rotation in the catering Institute at Bombay.
- (iii) Good quality raw materials are procured and essential items like Atta, Maida, wheat, rice etc. are procured through Government sources by the departmental units.
- (iv) Cooking and washing in the cramped space of the conventional dining cars have been given up and replaced by a system of picking up 'Ready to Serve' food prepared in the modern kitchens set up en route thus enabling better quality of food to be served under hygienic conditions.
- (v) Remodelling of pantry cars with gas ovens to avoid smoke nuisance and lining the interior with laminated sheets etc. have been undertaken to improve the cleanliness of the cars.
- (vi) Low priced meals packed in polythene wrappers of hygienic quality, have also been introduced at a number of stations.

10.17. It has also been stated that lapses in individual cases either in the quality of food or in service detected in the course of inspections or brought to notice through complaints from the public are promptly attended to and remedial action taken against the contractor/departmental catering staff.

10.18. The Committee were also informed that one of the general complaint was about the food being cold especially chapatis. Therefore, in the standard menus for thalis, chapatis have been replaced by puris and Paraunthas. Arrangements had also been made to provide hot cases and insulated trollies for keeping the meals hot till service.

10.19. The Committee have also been informed that the Railways have introduced a system of distributing cards to the passengers to ascertain their reactions to catering and other amenities. The

opinion cards are collected at the end of the journey and necessary action is taken to implement the suggestions.

10.20. As regards steps taken to prevent adulteration in food items and cooking media, the Ministry of Railways have stated that instructions have been issued to all Railways to take precautions necessary to prevent adulteration of food in catering services both departmental and private. Departmental Catering Units have been instructed to ensure that materials used for cooking are purchased in bulk under a warranty from the suppliers; samples are drawn from such suppliers and sent regularly to the nearest Railway laboratory or the Central Laboratory or laboratories of any of the Medical Colleges in that area for analysis regarding adulteration.

10.21. Where on any account, purchases could not be made in bulk, the local units are required to make purchases locally in case of emergency. Here again the supplies are obtained, if possible, under a warranty from the dealer. The local units are required to have the samples properly sealed and kept in their safe custody for testing. Besides this, the Inspectors of the State Governments regularly visit the catering/vending establishments whether Departmental or Contractor run and take samples of milk, vanaspati etc. Where these are found adulterated, proceedings are launched under the existing laws against the concerned establishments.

10.22. In a note (November, 1977) the Ministry have clarified that the results of analysis of samples in the railway laboratories are not legally acceptable for the purpose of taking action under the Prevention of Food Adulteration Act. Samples are got tested in the railway laboratories to ensure quality and to prevent adulterated materials being used in railway catering. In addition to these samples, samples are also lifted by the Railway Food Inspectors and sent to the Public Analysts and prosecutions launched under the Prevention of Food Adulteration Act wherever samples are found adulterated.

10.23. The Committee are concerned to note that the quality of food served and the service rendered by the catering staff leaves much to be desired. There are general complaints about food being of poor quality and the chapatias/paraunthas being not properly baked, etc. The Committee stress the need for sustained efforts to provide to the passengers nutritious, well balanced good quality food prepared and served in hygienic conditions. There is also need to provide adequate number of hot cases and insulated trolleys for keeping meals hot for service.

10.24. In so far as the quality of food is concerned, the Committee suggest that it would be better to lay down specifications for various items with the advice of experts and to make use of 'agmark' and other quality ingredients for preparing meals, snacks etc., obligatory. In order to ensure quality it would be desirable to obtain these ingredients, as far as possible, from public undertakings or other Government approved organisations. For instance, the pulses, condiments etc. may be purchased from Super Bazars, milk, butter etc. from Government dairies or other dairies of repute and bread from Modern Bakeries, etc. It also weeds to be ensured that instructions issued in this regard are actually followed.

10.25. The Committee have also been informed that generally materials used for cooking are purchased in bulk under a warranty from the suppliers. Samples are drawn from such supplies and sent regularly to the nearest railway laboratory or to the Central food laboratory or laboratories of any medical colleges in that area for analysis regarding adulteration. The Committee would like such samples to be taken and analysis carried out more frequently and extensively in the interest of ensuring quality inputs. The Committee stress that if as a result of such analysis, the material is found to be of substandard or adulterated, penal follow up action be taken against the supplies like forfeiture of security deposit action under Prevention of Food Adulteration Act, etc., to act as a deterrent.

10.26. The Committee find that the results of analysis of samples in the railway laboratories are not legally acceptable for the purpose of taking action under the Prevention of Food Adulteration Act and that the Railway Food Inspectors have to send the samples for analysis to Public Analysts before launching prosecutions under this Act. The Committee suggest that in order to ensure speedy action against offenders the Government should examine the desirability of making the reports of analysis by railway laboratories as legally acceptable for the purpose of action under the Prevention of Food Adulteration Act.

10.27. The Committee note that the Railways have also introduced a system of distributing suggestion cards to the passengers to ascertain their reactions to the catering and other amenities provided by the Railways. The Committee would, however, stress that the efficacy of the system would depend largely on the objectivity and statistical method of distributing cards to genuine travellers of all classes particularly of Second Class to ascertain their genuine reactions and on taking proper follow up action to improve catering services.

## (d) Standardisation of Menu for Meals

10.28. In a Memorandum to the Committee it had been stated that the standardisation of menu|snacks which would be acceptable to the passengers from all parts of the country needs immediate attention. The Committee enquired whether it would not be desirable to standardise the menu for main meals. They are informed that taking in view the various tastes and different food habits in different areas, standardisation of a menu which could be applied rigidly to all the railways, had not been found possible. Nevertheless in the light of experience gained, few standards menus for a thali and 'ready to serve' meals had been developed on the regional basis to serve the local tastes. While preparing such standard menus, care had been taken to ensure a balanced meal with essential calorific value and protein components etc. A Committee of Catering officers on the Railways had also gone into the aspect of consumer tastes and preferences for this purpose.

10.29. The Committee consider that in providing catering services, the Railways should aim at providing tasty and wholesome food which would meet the requirements of an average passenger rather than providing a large number of fancy dishes to cater to the requirements of a limited section of affluent passenger... The Committee have been informed that a few standard menus for "Thali" and 'ready to serve' meals have been developed on regional basis to suit the local tastes... While the Committee welcome this step they consider that the number of other dishes provided by the Railways also require to be rationalised to obviate the strain on kitchen services and to effect economy. The Railways may provide a few selected but commonly acceptable dishes of good taste and flavour which may be standardised on regional/seasonal basis, after a scientific and objective study of consumers tastes and preferences.

10.30. The Committee suggest that the Regional Catering Institutes may be consulted for standardisation of menus for meals with a view to providing well-balanced and nutritious food. There may be seasonal variations in the menu to include the vegetables of the season. The Zonal Railways Users Consultative Committee may also be consulted about standardised menu and any major changes which are sought to be made therein. In fact it would be appropriate if the quality of catering and the suggestions/complaints received in respect thereof are reviewed by the National/Zonal/Divisional Railway Users Consultative Committees as a part of the Standing agenda.

**(e) Low priced packed meals**

10.31. In their Report in 1967, the Railway Catering & Passenger Amenities Committee suggested that energetic steps be taken by Railways to popularize cheap food packets.

10.32. In a memorandum received by the Committee also it was stated that:—

“More and more encouragement should be given to the sale of packed meals on the platforms. The sales of Sambar Bhath, tamarind bhath and Curd bhath in the Southern Railway are of the order of 7000 packets per day. This system should be extended with suitable alterations all over the Indian Railways. In the north, the food packets can consist of chapaties or poories with fried vegetables like Alloo Cholai, Potatos Onion Curry, egg curry. The packing should be hygienic in paper or thin plastic packets. Even Dosas, Iddlies and Uppuma should be sold in plastic packets to avoid contamination etc.”

10.33. The Committee enquired the progress made in introducing low priced packet meals at various stations. They were informed that low priced meals packed in polythene wrappers of hygienic quality had been introduced at a number of stations. The Railway-wise break up of the stations where such packed meals had been introduced was as follows:—

| Railway              | Number of stations where low priced packed meals have been introduced. |
|----------------------|--|
| Northern             | 26   |
| Central              | 23   |
| North-East Frontier. | 3  |
| Southern             | 19   |
| North-Eastern        | 75   |
| Western              | 36   |
| Eastern              | 7  |
| South-Eastern        | 9  |
| South-Central        | 15   |
|                      | <b>212</b>   |

10.34. The menu and the price fixed for such packed meals by each Railway are given in Appendix X.

10.35. The Committee enquired the reasons for the slow progress in the introduction of this facility. They have been informed that out of 7085 railway stations (as on 31-3-75) catering services are rendered at 2991 stations. Initially the low priced food packets were introduced at 30 stations in the year 1974. This was extended to about 150 stations in 1975 and now 212 stations are selling cheap food packets. Instructions had been given to the railways to extend this facility to more stations. Taking in view the demand of meals from travelling public, low priced food packets are normally sold only at important stations and not on all the stations. At small stations, low priced food packets were introduced as a trial measure but they had to be withdrawn due to poor sale.

10.36. The Committee note that out of 2991 stations on which catering services are provided by the Railways, the low priced food packets are at present available at 212 stations only. The Committee have been informed that instructions have been issued to the Railways to extend this facility to more stations. As these food packets generally satisfy the normal requirements of an average passenger and are at the same time cheap and within the reach of the common man, the Committee stress the need to take energetic steps to make such packets available at all important stations. The Committee also suggest that as trains are being accelerated and faster services being introduced with only a few halts, the Railways should make such food packets available in the long distance fast trains from the pantry cars where arrangements should be made for picking them from base kitchens and for keeping the food warm in hot cases.

10.37. The Committee stress that in determining the menu for food packets, emphasis may be on providing healthy and nutritious food. The Committee have earlier given detailed recommendations about taking the help of expert institutions and undertaking a scientific and objective study of food preferences of the travelling public while standardising the menus. These recommendations apply 'mutatis mutandis' to service of food packets.

10.38. The Committee also note from the menu of packet meals available on different Zonal Railways that on the Western Railway sweet is a part of the menu unlike on some other Railways. It may be worthwhile to reduce the price of meal packets by omitting sweet, which of course may be made available on optional basis.

**(f) Location of refreshment rooms**

10.39. It was noticed that the location of refreshment rooms at some of the stations like Jaipur, Delhi Main etc. is such that these can cater to the Railway passengers only. On the other hand, the refreshment rooms at other stations like Bombay V. T., Madras, New Delhi are located in such a way that these are accessible to local public besides passengers.

10.40. The Committee were informed during evidence that the Railways have opened restaurants at a number of places like Pune, Bombay, Gorakhpur etc. where besides passengers others could also come. The representative of the Ministry of Railways also agreed to change the location and approach of other restaurants in such a way that persons other than passengers could be served without detriment to the service to the passengers.

10.41. The Committee note that at some of the stations like Delhi main and Jaipur, the location of the refreshment rooms is such that these can cater to the Railway passengers only. On the other hand, there are refreshment rooms at stations like Madras, Bombay V.T. and New Delhi which are accessible to local public besides the passengers. The Committee suggest that in future the refreshment rooms at stations be so located that these may also be accessible to local public besides the passengers. This may help in boosting the sales, increase the turnover and help the Railways to run a better and more satisfactory quality service without the need for subsidy for making good losses.

10.42. The Committee further suggest that the feasibility of making suitable changes in the layout of the existing refreshment rooms to enable outside public to avail of the catering facility may also be examined in depth at important stations where the present number of customers is notably less than the known capacity.

**(g) Cleanliness in refreshment rooms and base kitchens etc. at Stations.**

10.43. It is common experience that the refreshment rooms and kitchens at the stations are generally not clean and tidy.

10.44. In a memorandum received by the Committee it has been stated that "there is considerable room for effecting improvements in the catering services particularly in maintaining utensils, kitchen and other service premises, clean. Utensils should be clean washed and



kept more hygienic and the persons who serve should also be trained to keep themselves clean”.

10.45. The Committee enquired the steps taken for observing general cleanliness in the refreshment rooms and kitchens at the railway stations. They were informed that the basic requirements to ensure hygienic preparation and service of food were proper arrangements of washing, arrangements to prevent flies, proper drainage and other facilities to avoid contamination of food.

10.46. As regards the cleanliness of utensils and crockery the standing instructions were that the utensils and crockery should be washed with detergent and then sterilised in boiled water after which they should be wiped and dried. The implementation of these instructions is ensured by frequent inspections. In refreshment rooms and base kitchens modern sterilising equipments were also being provided.

10.47. The Committee have also been informed that all the staff concerned with cooking and sale of food are medically examined periodically. They have been provided with medical cards which indicates the date of last check up and when the next is due. The supervisors at stations ensure that the staff get themselves medically checked up in due time. During inspections, this is checked by officers and inspectors.

10.48. The Committee regret to note that the standard of cleanliness and hygienic conditions in the catering units of the Railways is not up-to-the mark. It needs to be ensured, in the interest of health of passengers, that proper cleanliness is maintained in all the catering units and the food articles are prepared, kept and served in a most hygienic manner, free from any contamination. Any lapse in this regard should be taken serious note of and deterrent action taken against the erring staff including the supervisors. Special attention is required to be paid to proper cleaning of crockery and other kitchen utensils. It has been stated that there are standing instructions that the utensils and crockery should be washed with detergent and sterilised in boiled water after which they should be wiped and dried. There is need to ensure that the prescribed drill is actually followed and clean dusters are used for washing and drying of utensils and crockery. It may also be desirable to provide automatic washing and cleaning equipment at large stations to ensure proper cleanliness.

10.49. It has been noticed that in running trains the bearers wash cups saucers and glass tumblers etc. in the lavatories, keeping these utensils on the commode seats. This is very unhygienic and highly

objectionable. The Committee would like this practice to be stopped forthwith and hygienic arrangements made for washing of crockery etc. in the running trains.

10.50. In the opinion of the Committee, it is also unhygienic to stack thalis with meals on the ground at the platforms. The Committee stress that the thalis carrying meals should always be covered and these should be stacked on a raised place or carried in trolleys from the base kitchens/refreshment rooms to the trains.

10.51. The Committee further suggest that competition in maintaining cleanliness and hygienic conditions in the catering units may be organised on Divisional Zonal basis in order to provide an incentive for sustaining high standards in this behalf.

#### (h) Crockery/utensils

10.52. The Committee enquired whether any standards had been laid down for the utensils and crockery used in departmental catering units. They have been informed that the different Zonal Railways use common kitchen utensils of the area and ensure that they are properly sterilised. Crockery of good quality is procured. In the new kitchens, specially base kitchens set up recently, modern gadgets like rice cookers, grinding machine etc. are being used. Thalies with covers have been standardised. The proper use of these utensils crockery etc. is ensured by regular inspections, surprise checks, etc.

10.53. The Committee also enquired about the loss suffered by Zonal Railways on account of breakage of crockery. They were informed that the loss on this account during three years from 1974-75 to 1976-77 was as under:

| Railway            | Loss (in rupees). |          |                            |
|--------------------|-------------------|----------|----------------------------|
|                    | 1974-75           | 1975-76  | 1976-77                    |
| Central            | 1,10,294          | 1,23,570 | 86,647<br>(Upto Dec. '76)  |
| Eastern            | 38,935            | 35,501   | 61,190                     |
| Northern           | 40,552            | 54,737   | 62,789                     |
| North Eastern      | 44,397            | 57,180   | 7,215                      |
| Northeast Frontier | 2,781             | 2,501    | 2,043                      |
| South Eastern      | 63,688            | 2,23,585 | 2,90,000                   |
| South Central      | 97,990            | 1,08,935 | 15,549<br>(Upto Sept. '77) |
| Southern           | 27,558            | 19,414   | 12,946                     |
| Western            | 69,028            | 76,331   | 79,530                     |

10.54. Asked whether any norms had been fixed in this regard, it was stated that no norm regarding the extent of loss through breakage has been fixed. However, staff responsibility was fixed on merits of each case.

10.55. The Committee suggest that it would be desirable to lay down scales and standardise the size etc. of utensils, crockery and cutlery provided at the catering units at the stations on the basis of volume of catering work. It is also advisable that the Railway crest be embossed/embedded on all utensils/crockery to prevent pilferage.

10.56. The Committee stress that there should be a critical evaluation by Zonal Railways of crockery and cutlery in use. Crockery which is both functional and good-looking may be selected for standardised supply. The Committee find that there has been heavy loss suffered by the Railways on account of breakage of crockery. In the case of South Eastern Railway the loss suffered on this account was to the extent of Rs. 2.90 lakhs in 1976-77. The Committee also view with concern the rising trend in the loss on account of breakage of crockery on Northern, Southeastern and Western Railways. The Committee would urge that there should be strict quality check on crockery before its acceptance and responsibility for premature damage or breakage should be enforced with a view to minimise losses on crockery on account of careless handling.

10.57. Suitable action may also be taken to standardise utensils, particularly those used for preparation of tea/coffee, snacks, meals, etc.

#### **(1) Kitchen/Refreshment Rooms**

10.58. The Committee enquired whether any specifications have been laid down for ensuring well ventilated and well lighted kitchens. The Ministry of Railways have stated that in all newly constructed kitchens the facilities of proper ventilation, good lighting etc. are being provided. Wherever possible in the old construction also arrangements for proper ventilation, lighting, drainage etc. were being made. No specifications have however been laid down so far. They will take expert advise for improving the kitchens.

10.59. The Committee consider that in the interest of preparation of food free from health hazards, it is desirable to lay down specifications with the help of an expert group for proper lighting, ventilation, drainage etc. of the kitchens and for washing and pantry

services. The Committee suggest that not only these specifications should be strictly followed and improved in the light of experience in the case of new construction but keeping these in view the existing kitchens and supporting services at important catering stations should be critically reviewed and necessary improvements effected according to a time bound programme to be drawn up in that behalf.

10.60. The Committee would like a similar study to be made of the layout for Refreshment Rooms with a view to bring about improvements and hence customer satisfaction and appeal which would no doubt make for larger turnover in due course.

**(j) Furniture for refreshment rooms**

10.61. The Committee enquired whether the Railways have considered the question of evolving comfortable and utilitarian furniture for dining rooms. They were informed that the Committee of Officers had gone into this matter and recommended adoption of:—

1. Tabular aluminium chairs with sunmica seat and back, tabular aluminium tables with sunmica top, (size of the table to depend upon actual requirements. Standard size to be 3'x3').
2. Side boards.
3. Manager's counter with built-in-cash box.
4. Display shelf show case mounted or otherwise.

10.62. The Committee were informed that the same would be adopted progressively at the time of replacement of the existing furniture.

10.63. As regards the design of trolleys for catering services, it has been stated that at present, each Railway has its own design of trolley. However, a Committee of Catering Officers have designed a compact trolley keeping in view the various facilities. The salient features of this trolley are:

- (1) Rubber tyres to prevent noise.
- (2) Wash basins for washing cups and saucers.
- (3) Storage spece for cups and saucers and raw material.
- (4) Well-protected show case to prevent flies etc.

10.64. The question of adoption of such trolleys by all the Railways is stated to be under consideration.

10.65. The Committee attach great importance to the provision of elegant and utility furniture for the refreshment rooms as this not only determines the comfort but also the decor of the setting. With the advancement of restaurant trade in the country it should be possible to devise attractive but not very expensive decor and furniture for the dining rooms which is pleasing to the eye and comfortable in use. The Committee would like the Railways to take the help of well known interior decorators as well as of their own research and design organisation to devise suitable furniture which may be tried out on a pilot scale in some of the well patronised refreshment rooms and then extended in the light of experience and with necessary improvements/modifications to other railway catering establishments on a planned basis.

10.66. The Committee also attach great importance to the provision of proper trolleys for vending at the platforms. It is common experience that some of the trolleys are heavy on the platforms causing lot of wear and tear and making unpleasant squeaking noise while being moved. The Committee have been informed that a Committee of catering officers has designed a compact trolley keeping in view the various facilities. The introduction of new trolleys is stated to be under consideration. The Committee would like this matter to be finalised quickly and the new type of trolleys put into use expeditiously.

10.67. The maintenance of the trolleys should receive special care and attention so as to bring about sustained improvement. The Committee would like to be informed of the action taken in pursuance of the above recommendations.

#### (k) Dining Cars/Pantry Cars

10.68. With the introduction of the scheme of supplying "Reddy to Service" meals from base kitchens to the pantry cars of important long distance Mail and Express trains where the food is stored in hot cases and served hot to passengers on run, dining cars are being withdrawn and replaced by Pantry Cars. The system has been extended to 20 pairs of important long distance trains so far since 1972. The system is proposed to be progressively extended to other long distance Mail/Express trains. The Committee were, however, informed that as Base Kitchens are required to be set up on

various routes and this involved capital investment, this has to be planned in a programmed manner as a long term objective.

10.69. It is seen that in spite of orders to pick up ready to serve meals from base kitchens meals are sometimes prepared in the pantry car itself. The pantry cars are also found to be dirty and the food is prepared under unhygienic conditions. Asked about the reasons for preparing meals in pantry cars, the Ministry of Railways informed the Committee that it was not always possible to correctly assess the requirements of thali meals and as such to avoid wastage, meals ordered from base kitchens are sometimes slightly less than the anticipated requirements.

10.70. The Committee find that with the introduction of the scheme of 'ready to serve' meals from base kitchens, dining cars are being replaced by pantry cars in the trains. The system has been extended to 20 pairs of important long distance trains so far and is proposed to be progressively extended to other long distance trains. The Committee consider that in order to ensure that the new system serves adequately the requirements of the passengers, the base kitchens need to be modernised on a priority basis under a time bound programme. The Committee also suggest that the setting up of the new base kitchens at the stations should be so planned that there is no long interval between the time of cooking/picking up of food from the base kitchens and the time of its service to the passengers to avoid deterioration in the quality and the taste of cooked food served to the passengers.

10.71. The Committee feel that normally it should be possible to ascertain the requirements of passengers and place the orders on base kitchens well in advance. If, however, due to any emergent circumstances, the food has to be cooked in the pantry there should be standing guidelines prescribed in this behalf to ensure not only proper cooking and service but also checking against any malpractices. The Committee would like to be informed of the detailed action taken by the Railways in pursuance of the above recommendations.

10.72. The Committee attach great importance to maintenance of proper cleanliness and hygienic conditions in the pantry cars for it is from this base that most of the service takes place. It is of the utmost importance that the supervisor exercises strict and close supervision to see that the food articles are kept in almost hygienic manner free from any contamination. Adequate number of hot

cases etc. may also be provided in the pantry cars to ensure service of hot food.

### (1) Organisational set-up and Training

10.73. The Catering Branch of the Railways functions under the commercial department. In the Ministry of Railways a Joint Director in the Commercial Directorate looks after the work of catering alongwith other duties. The Catering Branch on each Zonal Railways is directly under the charge of a senior commercial Officer assisted by one or more Assistant Officers. On the N.F. Railway, however, there is no Commercial Officer at the Headquarters to look after the catering work exclusively. At the Divisional level the catering branch functions under the overall charge of the Divisional Commercial Superintendents and the Assistant Commercial Superintendents and no officer is provided exclusively for this work. Under the above mentioned catering officers, there are catering Inspectors in different grades such as Chief Catering Inspectors, Senior Catering Inspectors, Assistant Catering Inspectors etc. They exercise general supervision and are also directly incharge of the bigger units at the stations, dining cars, etc., and ensure smooth functioning on a day to day basis. Apart from this, each Refreshment room, Restaurant, dining car has been provided with Manager|Assistant Manager who is incharge of supervision and stores etc. Each unit has been provided with requisite number of Voucher Issuers, Store Clerks, Assistant Cooks, helpers, bearers, cleaners etc.

#### *Training of staff*

10.74. It was stated in a memorandum to the Committee that "low quality of food supplied by the Railways is due to the fact that the Class IV staff who have no experience of catering are permitted to work as cooks in the Railways refreshment rooms. The Committee enquired about the qualifications and experience prescribed for the various categories of catering staff. They have been informed that Class III staff in Catering Department are initially appointed as Clerks with the minimum qualification of Matriculation from which they get promoted as Voucher Issuers, Assistant Managers, Unit Managers and then Catering Inspectors. For every phase of promotion, they are tested and given training either in the unit or in the catering institutes. Class IV staff are initially appointed as Khalasis/Cleaners or Assistant Cooks. Assistant Cooks are promoted as Cooks after a trade test conducted by a Committee of officers who test the cooking ability and then select suitable candidates, 2627 L.S.—8.

Assistant Cooks and Cooks are also trained either in the unit or in catering institutes outside.

10.75. As regards the training of the staff the Committee find that the Railway Catering and Passenger Amenities Committee, 1967 had emphasised in their Report the need for proper training and observed as follows:

“Cooks are recruited from the open market to the extent of 33 per cent of the existing vacancies after screening by a Committee of Officers who hold both practical and viva-voce test. The rest of the vacancies are filled by selection from the existing staff. The practice of giving them further training through cook instructors or a training cell is in vogue only on some Railway and the Committee recommend that similar arrangements be introduced on all Railways. The cells can also give training to bearers who are often recruited from the open market without much previous experience. The existing railway hotels at Puri, Ranchi and Aurangabad can also be utilised as training grounds for departmental catering personnel.”

10.76. The Railway Catering and Passenger Amenities Committee (1967) also emphasised the need for training of managerial and supervisory staff in departmental catering and observed as follows:

“Most of the managerial and supervisory staff in departmental catering originally come from the Commercial and other departments of railways and generally lack the necessary background and professional competence in catering. This deficiency can be made good if all such staff are given training at institutions on a programme basis. The Committee understand that Catering Institutes exist at Madras, Calcutta and Delhi and suggest that the question of deputing more staff to these institutions for training be vigorously pursued. After all, departmental catering has come to stay on the Indian Railways and the Committee see no reason why the administrations, which have elaborate training schools for the staff of different departments, should not have full-fledged training arrangements for the staff of their catering departments.”

10.77. From a statement furnished to the Committee (Appendix XI) of persons trained in the Institute of Catering Technology and



Applied Nutrition, Bombay and other places, it is seen that out of 710 managerial and supervisory staff 184 persons had been imparted training while out of 858 Cooks/Assistant Cooks in departmental catering units 154 persons only had been trained so far.

10.78. Asked about the reasons for slow progress in the training of the staff, the Committee were informed that the Ministry were conscious of the problem. There had been certain difficulties in making use of the institutes of training at Bombay, Calcutta and Delhi. The training was started only in 1972 but it was discontinued as certain institutions did not entertain new trainees till 1973. The same was again started in 1973 but the number of seats that the institutes could offer for each course was limited due to lack of accommodation and laboratories facilities. Considering this the number of people trained was not adequate. The staff would be trained progressively depending upon the number of seats offered by the institutes. The Committee were also informed that the Railways proposed to train the staff at the Railway hotel in Puri.

10.79. The Committee also enquired whether any training in catering technology and nutrition is also given to the gazetted officers who deal with departmental catering. The Ministry of Railways replied that since their functions were supervisory and managerial such specialised training in detail was not considered necessary.

10.80. The Committee need hardly stress that proper training of catering personnel is a pre-requisite for improving standard of catering. Emphasising the need for training of catering staff, the Railway Catering and Passenger Amenities Committee (1967) had observed in their Report that the question of deputing more staff to various catering institutes for training be vigorously pursued. As the departmental catering had come to stay on the Indian Railways, that Committee saw no reason why the administration which had elaborate training schools for staff of different departments should not have full fledged training arrangements for the staff of their catering departments. The Committee regret to note that in spite of the recommendations of the Railway Catering and Passenger Amenities Committee, made as far back as 1967, no satisfactory arrangements have been made for the training of catering staff.

10.81. The Committee are surprised to note that no specialised training is given to the Gazetted Officers who deal with the departmental catering on the Railways. The Committee are unable

to appreciate the contention of the Ministry of Railways that specialised training in detail is not considered necessary for gazetted officers dealing with departmental catering as their functions are supervisory and managerial. In the absence of adequate training and knowledge, the officers may not be able to appreciate fully the problems connected with the catering and to take prompt and appropriate decisions to improve the catering services. The Committee, therefore, consider that the training of supervisory officers is very necessary and should receive serious attention of the Ministry. A phased programme for the training of all such officers be drawn up and implemented so that there is at least one senior officer well versed in catering matters on each Division.

10.82. The Committee find that out of 710 persons on managerial and supervisory posts in catering unit, 184 only have been imparted training. It was as far back as 1967 that the Railway Catering and Passenger Amenities Committee had emphasised the need for training of managerial and supervisory staff and pointed out that most of the managerial and supervisory staff in departmental catering originally came from the commercial and other departments of railways and generally lacked the necessary back-ground and professional competence in catering. In order to make good this deficiency, the Committee had suggested that all such staff be given training on a programmed basis. The Committee regret to note that in spite of the recommendation of the Catering and Passenger Amenities Committee, no meaningful programme for training the supervisory staff had been put through. Had the Railways been serious in implementing the recommendations of the Catering Committee in this regard, there should have been no insuperable difficulty in training the requisite number of supervisory staff by now. The Committee urge that a time-bound programme for training of these officers may be prepared and implemented.

10.83. The Committee need hardly stress that the quality of food is dependent on the quality of cooking. The importance of proper training of Cooks/Chefs, therefore, cannot be over-emphasised. The Committee, however, find that out of 858 cooks/Asstt. cooks in departmental catering unit, 154 persons only have been trained so far. The Committee cannot help concluding that the importance of training of cooks/chefs has not been fully realised by the Railways. They recommend that training facilities for them should be arranged zone-wise/division-wise and that all the cooks/asstt. cooks should be trained within a time frame. It should also be ensured that in future only trained personnel with adequate ex-

perience are appointed to the responsible and sensitive position of cooks.

10.84. It should be possible for the Railways to take the active help of Institutions of Catering, leading hotels and restaurants of repute including the Railway Hotel at Puri and catering organisation of Indian Air-lines to organise and impart practical training to cooks/chefs as per programme to be drawn up in that behalf. The Committee also recommend that refresher courses may also be arranged for cooks/chefs.

10.85. Another important matter relates to the proper service of meals, refreshments and the need for observing canons of hygiene. Here again the Committee find that out of 1135 bearers/waiters etc. on the Railways, only 222 persons have been imparted training. The Committee stress the need for imparting training to the bearers and vendors on a systematic and sustained basis with a view to bring about effective improvement in service to the customers. On the spot training facilities may be arranged at large stations at a time when there is no pressing rush of customers for catering.

10.86. The question of training of all categories of catering personnel should receive the serious attention of the Railways that it deserves and a time bound programme for the purpose may be drawn up and implemented and the Committee informed. . .

10.87. The Committee stress that training in the various aspects of catering should be a qualification for recruitment of staff for the catering units of the Railways.

10.68. It has been seen that a large number of bearers etc. working in departmental catering units of railways are casual employees working on daily wage basis. The Committee feel that the casual employees whose stay with the catering units is uncertain for obvious reasons cannot be imparted proper training and if training is imparted to them it may prove to be of no use as they can leave the employment at any time. In the interest of efficiency of catering services the Committee feel that the bearers and kitchen staff working in departmental catering units should as far as possible be employed on a regular basis. The bearers and other service staff of the catering units should be provided with smart looking and neat uniforms which they should be required to wear while on duty.

**(m) Tariff**

10.89. The rates for standard meals, vegetarian and non-vegetarian both Indian and Western style, and tea and coffee are fixed by the Railway Ministry excepting rates of tea, coffee and meals sold in metropolitan cities of Bombay, Calcutta, Madras and Delhi, which are left to the Railway Administrations concerned as the revision of tariff in those areas depends upon local conditions and as per instructions, if any, issued by the State Governments. The rates apply to both departmental and contract catering establishment. The present tariff for the above are as follows (exclusive of sales tax):

|   | Revised tariff with effect from<br>1-6-1976 |
|---|---|
| <hr/>   |   |
| <b>(A) Standard Thali Meals</b>               |   |
| (i) Vegetarian                                | . Rs. 2.00                                  |
| (ii) Non-vegetarian .                         | . Rs. 3.00                                  |
| <b>(B) Ready to Serve Meals</b>               |   |
| (i) Vegetarian                                | Rs. 2.50                                    |
| (ii) Non-vegetarian .                         | . Rs. 3.00                                  |
| <b>(C) Western Style</b>                      |   |
| (i) Breakfast (vegetarian and non-vegetarian) | . Rs. 4.50                                  |
| (ii) <i>Lunch/Dinner</i>                      |   |
| Vegetarian                                    | . Rs. 6.50                                  |
| Non-vegetarian .                              | . Rs. 7.50                                  |
| <b>(D) Static Units</b>                       |   |
| (i) Tea—Cup                                   | . 30 paise (150 ml.)                        |
| (ii) Tea—Pot .                                | . 20 paise (100 ml.)<br>60 paise (285 ml.)  |
| (iii) Coffee—Cup                              | . 30 paise (150 ml.)                        |
| Coffee—Pot                                    | 70 paise (285 ml.)                          |
| <b>(E) Mobile Units</b>                       |   |
| (i) Tea in tray (Pot of 285 ml.)              | . 70 paise.                                 |
| (ii) Coffee in tray (Pot of 285 ml.)          | . 80 paise.                                 |

A service charge of 50 Paise is charged when meal is supplied in Dining Car or in a train compartment from a static or a mobile Unit. Sales Tax wherever leviable is recovered in addition.

10.90. The rates for other edibles, such as sweets, snacks, nam-kin etc. are fixed by the Zonal Railway Administrations keeping in view the cost of ingredients, the margin of profit and the prices of similar items charged in private catering establishments of comparable standard outside railway premises.

10.91. It is noticed that there have been several revisions in the tariff during the last three years. The revisions made and the reasons therefore are stated to be as follows:

| Years of Review      | Reasons  |
|----------------------|--|
| (1) 1973 .           | In view of appreciable rise in the prices of raw materials and increase in the cost of preparation, service and supervision, the rates for Indian and Western style meals, tea and coffee were revised with effect from 1-12-73.   |
| (2) February, 1975 . | On account of steep rise in the average wholesale price index during the year 1974, as also increasing cost of staff due to implementation of the Pay Commission's recommendations, it became imperative for the railways to revise the tariff rates, to prevent losses. As a result of review, a small increase in the prices of breakfast, lunch and dinner (Western style) was made w.e.f. 15-3-1975. |
| (3) June, 1975 .     | In view of further rise in the prices of raw materials in the market during the year 1975, it became necessary to undertake further review of tariff. As a result of the review, a small increase in prices of Vegetarian and Non-vegetarian 'Ready to Serve' meals and standard thali meals was only made with effect from 18th June, 1975.   |
| (4) 1976 .           | On account of fall in prices after declaration of Emergency, a review was made and prices of vegetarian thali meals and 'Ready to Serve' meals were reduced.   |

10.92. The Committee enquired the steps taken by the Ministry to effect economies and to improve the working of departmental catering units to help in keeping down the rates. They were informed that the following steps have been taken in this regard:—

- (i) Periodical review of tariff rates taking into account the ruling prices of raw materials.
- (ii) Surprise checks at all levels to arrest leakage of revenue and fixing of sales targets to boost the sales.
- (iii) Review of sales potential following revision/concellation|acceleration|dieselisation of trains.
- (iv) Bulk purchase of provisions after watching the market trend, to minimise the expenditure on stores.
- (v) Reduction of staff strength wherever necessary and appointment of commission vendors to minimise expenditure on direct staff cost.

- (vi) Amalgamation of Vegetarian and Non-vegetarian Refreshment rooms at various stations to reduce staff cost.
- (vii) Strict control on day to day expenditure and consumption of stores.
- (viii) Fixing of monthly targets for sale of individual units and close watch on the quantum of sales.

10.93. The Committee were informed that as a result of review of the working results, the departmental catering units at Guntakal, Mayuram, Thanjavur, Bongarapet and Katihar, which were found uneconomical, have been closed down during the last three years.

10.94. The Committee enquired the steps taken to rationalise the organisational set up of the Departmental Catering Service to reduce overheads. They have been informed that though the work load of the Catering Department during the last 20 years since departmental catering was introduced on Indian Railways had gone up enormously (sales turnover having gone up from Rs. 54 lakhs in 1955 to 13.64 crores in 1975-76), the Catering Department has continued to be a small and economic organisation. Efforts are constantly made to reduce the expenditure. Cost of staff and other things are kept as low as possible so as to achieve all round economy and reduce overheads.

10.95. It has been brought to the notice of the Committee that the bearers sometimes did not produce receipts for the meals or other dishes served to the passengers and charged more than the fixed rates. The Committee enquired whether the production of receipts by the bearers along with the items served was compulsory. The representatives of the Ministry stated during evidence "it would only be an extension of the existing system. The waiter has a cash memo with him, but he produces it later. We can have a system whereby the customer can get it along with the food served."

10.96. Asked whether it would not be desirable to have a printed receipt containing the rates for some standard items, the representatives of the Ministry stated that it was already there for standard thali meals. They could have this system for other items also.

**10.97. The Committee find that the Railways made several upward revisions in the catering charges during the years 1973 to 1975. The Committee stress the need for providing wholesome**

food to the passengers at reasonable rates. It is, therefore, essential to ensure that the wastages are avoided and overheads kept to the minimum.

10.98. It had been brought to the notice of the Committee that quite often the amount charged by the bearers who serve refreshments, meals in the trains is more than the tariff fixed by the Railways. They suggest that in order to avoid over-charging by the bearers, it may be better to have the charges for five or six commonly served items printed prominently on the receipt itself. The presentation of bills by the bearers to the passengers should also be made compulsory alongwith the meal and serious note taken of any complaint from the passengers in this regard.

10.99. The tariff for main meals and snacks may also be displayed in the Carriages so that the passengers have ready access to the approved tariff rates and the bearers are not able to over-charge.

10.100. The Committee would like Railways to consider how the system of incentive wages to bearers may be devised so as to put emphasis on satisfactory service to customers.

#### (n) Working Results

10.101. The Committee enquired about the working results of the Catering services. A statement furnished to the Committee showing the profit/loss earned by each Railway on account of each type of service e.g. static, mobile and hotels during the years 1973-74 to 1975-76 is given in Appendix XII. It would be seen from the statement that as against a profit of Rs. 14.26 lakhs in 1973-74, the departmental Catering Units on the Railways as a whole suffered a loss of Rs. 3.60 lakhs in 1974-75. Even in 1975-76, there was a loss of Rs. 1.50 lakhs in the Catering Units on the North-Frontier Railways. But the Catering Units on the Railways as a whole earned a profit of Rs. 42.16 lakhs. The loss in 1974-75 has been attributed to increase in emoluments of staff on account of enhancement of pay on the recommendations of the Third Pay Commission, high cost of raw materials prevailing till the declaration of Emergency and dislocation of train services due to strike.

10.102. The Committee also enquired about the revenue earned from contract catering by each Railway. A statement furnished to the Committee in this regard for the years 1969-70 to 1975-76 is at Appendix XIII. It will be seen from the statement that the total revenue earned from contract catering was Rs. 46.41 lakhs in 1975-76.

10.103. Asked as to how the profit earned from departmental catering and the revenue realised from contract catering was utilised, the Ministry of Railways informed that the Railway Catering and Passenger Amenities Committee 1967 which had gone through all aspects of catering made the following recommendations in respect of profits to be earned by Departmental Catering:

“The principle of running departmental catering at ‘no profit no loss’ basis should be modified so as to provide a small profit of 3 to 4 per cent which should be ploughed back into the service.”

10.104. Instructions have been issued to the Railway Administrations that while framing the Works Programme they should propose funds to the extent of profits earned by catering department for effecting improvements in the catering Service.

10.105. It has been further stated that the licence fee realised from Catering/Vending Contractors, is a nominal amount which covers Railway expenditure incurred by way of supervision, etc., of the establishments managed by Catering/Vending Contractors.

10.106. The Committee find that the Departmental Catering Units of the Railways have earned a profit of Rs. 42.16 lakhs in 1974-75 as against a loss of Rs. 3.60 lakhs in 1974-75. They would, however, like to point out that there has also been increase in tariff rate of meals etc. twice during 1975, once in February, 1975 and again in June 1975. The extent to which the increase in tariff rate has contributed to the profit earned by the catering units has not been indicated. The Committee stress the need for taking all possible steps to effect economies and improve the efficiency of departmental catering with a view to providing better catering service to the passengers at reasonable rates.

10.107. The Committee would also suggest that departmental catering accounts may be maintained Catering Units/stations-wise so as to monitor the results and take timely remedial measures, wherever necessary.

10.108. The Committee have also been informed that instructions have been issued to the Railways Administrations that while framing the Works Programme, they should propose funds to the extent of profits earned by the catering department for effecting



improvements in the catering services. The Committee desire that these instructions may be kept in mind by all the Railways and the amount actually spent on the improvement of catering service at least to the extent of profit earned from it.

10.109. The Committee are sanguine that if the profits earned by Railways from catering are ploughed back in well thought out schemes, these would not only yield greater revenues, but would also make for better service to the passengers thereby earning their goodwill.

## CHAPTER XI

### OVER-CROWDING

#### (a) Measures to reduce over-crowding

11.1. The over-crowding in trains especially in unreserved IInd Class causes the greatest inconvenience to the passengers.

11.2. The Committee enquired the steps taken by the Railways to eliminate over-crowding in the trains. It has been stated that occupation of various classes of accommodation provided in the trains is assessed twice a year through a census once in April-May and again in October-November. According to the census taken in October-November, 1975, over-crowding is prevalent chiefly in second class unreserved accommodation on the important trunk routes. A statement showing the extent of occupation on trains sections over which over-crowding is more prevalent as per census in November, 1975 and the specific action taken to provide extra accommodation on these routes to relieve over-crowding is given in Appendix XIV.

11.3. It would be seen therefrom that the extent of over-crowding varied from 27 per cent to 134 per cent on various sections. It has also been stated that consistent with the availability of requisite resources by way of coaches, locomotives, line capacity and terminal facilities, steps are continuously taken to introduce additional trains and extend the runs of existing trains to meet the pressure of traffic on different routes. A total of 152 new non-suburban trains have been introduced and the runs of 94 trains have been extended during the period from April, 1975 to December, 1976. Three pairs of trains have been introduced in January, 1977. There are proposals to introduce 3 pairs of trains and to extend the runs of 3 pairs of trains during the period upto March, 1977. In addition, 28 pairs of Mail/Express trains have been placed under diesel traction during the period from April, 1975 to date. In all the routes having over-crowding, long distance fast trains have been introduced as also shuttles and passenger trains to provide relief to passengers.

11.4. The Committee enquired whether the Railways could give any time limit when it would be possible to eliminate completely

the over-crowding. It has been stated that the Railways are alive to the needs of growing traffic on long distance routes and are augmenting the clearance capacity by various means mentioned above within the availability of existing resources. However, introduction of more trains on trunk routes is not feasible on account of limitations of line capacity on these important routes which carry very high volume of freight traffic also. Besides, the available terminal facilities at the major cities like Bombay VT, Bombay Central, Howrah, Sealdah, Madras etc. are fully and extensively utilised leaving little or no scope for handling additional trains. These stations are situated in thickly populated areas with either no scope for expansion or expansion at prohibitive cost. The Railways have, therefore, resorted to opening of satellite terminals like Dadar (Central Railway), Hazarat Nizamuddin, Royapuram (Madras area) etc. In all these cases, the serious handicap is the availability of funds.

11.5. Another limitation is the availability of rolling stock both locomotives and coaches. With the introduction, extension of large number of trains recently, the Railways have very little stock left for provision of more trains. This much introduction has been possible by effecting improvement in the utilisation of coaches, by speeding up trains, cutting out the overlapping rakes, and improving rate of repairing coaches in workshops.

11.6. The funds allocated by the Planning Commission for procurement of stock will enable the Railways to cater for an increase of about 10 per cent of traffic only during Fifth Plan. Therefore, during the Fifth Plan not only will it not be possible to relieve the present level of over-crowding but the additional traffic expected to be generated will not be fully catered for, with the result that at the end of the Plan period, the extent of over-crowding is likely to be a little more. Unless additional resources by way of line capacity, terminal facilities and rolling stock are made available for which adequate funds are necessary, the Railways' efforts to cater for the growth in traffic and to relieve over-crowding will not fully fructify and it will not be possible to provide accommodation to all passengers.

11.7. It is noticed that the Minister of Railways in his Budget Speech in Lok Sabha on 28 March, 1977 stated as follows:

"Apart from the welcome improvement in the punctuality of passenger train services, the current year also witnessed introduction of a number of super-fast long-distance

Mail and Express trains to connect important State Capitals and cities. Some of these super-fast trains, such as the Tamil Nadu, Express, the Karnataka-Kerala Express, the Jammu Tawi-Bombay Express and the Gomti Express have considerably reduced the journey time and have made travel comfortable. It has been possible to introduce these trains without any substantial additions to the facilities existing at the various terminal points and also without affecting the growth of the freight traffic, which is essential to the growth of the economy of the country and for the viable working of the Railways. It has to be mentioned in this connection that many of our important terminals like Delhi, Bombay, Calcutta and Madras are now reaching a saturation limit and that additional facilities will have to be planned and provided to cater for increased passenger traffic."

11.8. The Committee also considered the following measures which can help in reducing over-crowding:—

#### *Chair Cars*

In a memorandum to the Committee it had been stated that Chair Car accommodation should be provided in trains running upto 300 kms. or so to provide more accommodation and reduce costs. The representative of the Ministry stated during evidence:

"For trains which involve a short distance journey of not more than six hours we are trying to have chair cars instead of conventional type of coaches. The first class Chair Cars will be 60 seaters."

#### *Replacement of 1st Class with AC two tier and Second Class sleeper coach.*

11.9. The Railways have introduced two-tier air conditioned sleeper coach with 48 berths as against 24 berths in the conventional first class coach. The Committee on Reservations and Booking recommended that the present 1st class coaches should be replaced with AC two-tier and IIInd class Sleeper Coaches on a long term perspective to increase accommodation. This recommendation was accepted by Government. Asked about the action taken in this regard, the representative of the Ministry stated that as an experimental measure eight AC two-tier coaches were produced to judge the reaction of the public. These coaches were utilised on the AC Deluxe trains between Delhi-Howrah, Delhi-Bombay, Delhi-

Amritsar and Delhi—Madras. The public reaction had been good and there was demand for more and more such coaches. There was, therefore, a programme for producing 53 such coaches. Out of these 53 coaches, a limited number of coaches would be produced next year. The fulfilment of the programme would depend upon the availability of fund.

11.10. The Committee enquired the various other measures taken to reduce overcrowding. They were informed that in respect of second class coaches the capacity had been increased from 80 to 90 seats by reducing the number of doors from four to three. They were also going ahead with the introduction of longer coaches of 76 feet as against of 70 ft. at present as an experimental measure which would help in increasing the capacity to 100 passengers per coach. they were also laying emphasis on three-tier sleeper coaches.

11.11. Asked about the progress in the introduction of double-decker coaches for short distance trains, the representatives of the Ministry stated during evidence that one such coach was proposed to be run on experimental measure on a suburban section of Madras.

11.12. It is also noticed that underlining the need to reduce overcrowding in trains the Minister of Railways in his budget speech in Lok Sabha on 11 June 1977 stated as follows:

“Naturally, our first concern will be the long suffering second class passengers. Action has to be taken to effect improvement in second class travel and to make use of our resources, including modern technology, to reduce over crowding in trains. Due to constraints at terminals and lack of line capacity on certain saturated trunk routes, there is limited scope now for introduction of additional long distance trains. Therefore, in order to reduce over crowding in such long distance trains, I am considering the use of double decker coaches on certain routes where these can be put in operation. If the trials now already in progress with a prototype coach prove satisfactory, we shall introduce double-decker trains on specified routes.”

11.13. In order to provide more accommodation, the Committee on Reservations and Booking had also suggested that action should be taken to have at least 80 per cent of the train space for second class passengers. The recommendation was accepted by the Ministry of Railways. As regards the implementation of the re-

commendation of the Committee, it has been stated that more than 80 per cent of the train space is available for second class passengers except on 3 DN/4 UP Frontier Mails. As a matter of fact in the Janata Express trains 100 per cent space is available for second class passengers. A statement furnished in regard to accommodation provided in various trains is given in Appendix XV. It has also been stated that the suggestion of the Committee on Reservations and Booking is kept in view for implementation on the new trains being introduced.

11.14. It has also been decided that the additional long distance trains to be introduced in the coming years shall all be classless 'Janata' trains. Announcing the decision in this regard, the Minister of Railways in his budget speech in Lok Sabha on 11 June, 1977 stated:

"With my irrevocable commitment to the Gandhian and Socialist values, whenever the question of priority comes up, in preference to the claims of the affluent classes, the needs and requirements of the poorer masses will always get precedence. With this perspective I have decided that the additional long distance trains to be introduced in the coming years shall all be classless 'Janata' trains. In these Janata trains, as part of passenger amenities, lending libraries having books and magazines will be provided. Further I have directed that wherever feasible, the load of important trains, which are on electric traction, should be increased from 18 to 20 coaches so that over-crowding can be reduced to that extent."

11.15. Asked about the proportion between First Class and Second Class passengers at present the representative of the Ministry of Railways stated during evidence that it was 1 : 99 during the current year.

11.16. The Committee enquired whether the Ministry of Railways had approached any financial institution or banks or L.I.C. for raising funds for introduction of more trains. The Chairman, Railway Board stated during evidence:—

"For the capital programme of the railways we have not so far taken up the issue with the financial institutions, because of the dividend liability. This has been always under discussion only with the Finance Ministry because the Finance Ministry has stated that the total money raising capacity should be channelised only through them."

Now we are doing a cost study. If the cost study shows that the long distance traffic is profitable, then we can pursue this point. Suppose with an investment of 'Rs. 5 crores in Howrah and Rs. 3 crores in Delhi, we are able to introduce three more trains between Delhi—Howrah and two more trains from Howrah and Madras and the net revenue that we get is commensurate with the expenditure that we are going to incur, then it gets charged to capital and money would be available”.

### **Ticketless travelling**

11.17. One of the causes for overcrowding and loss of revenues to the Railways is the prevalence of ticketless travelling on the Railways. As regards the steps taken to check this practice, it has been stated that ticket-checking organisation are functioning on all the Zonal Railways as part of the Commercial Department. One or two Commercial Officers at the Headquarters of each Zonal Railway, depending upon the quantum of work, have been exclusively entrusted with the work relating to ticket checking on their railway. There are Ticket Collectors at stations and Travelling Ticket Examiners on trains. In addition, there are also special-squads provided in various Divisions and Headquarters of Railways. The Headquarters and Divisional Squads and Travelling Ticket Examiners move in groups and conduct surprise checks both at stations and in running trains.

11.18. The following steps are also stated to have been taken to prevent ticketless travel:—

- (1) Special massive checks against ticketless travel are being conducted by mobilising a large force of ticket checking staff, Railway Protection Force, Government Railway Police Personnel and local Police personnel under supervision of senior railway officers.
- (2) Joint drives against ticketless travel in coordination with the State Governments;
- (3) Frequent concentrated surprise checks, especially by moving the checking party accompanied by Railway Protection Force|Police and Railway Magistrates by road transport;
- (4) incognito checks by Travelling Ticket Examiners in plain clothes;
- (5) Replacement checks by the Headquarters and Divisional Ticket Checking Squads by intercepting the trains in mid-sections;

- (6) Deployment of ticket checking staff of one railway system for ticket checking on another system;
- (7) Educative propaganda against ticketless travel is carried out among the travelling public particularly among the student community;
- (8) Student volunteers and volunteers of Social Services Organisations of repute like Bharat Sevak Samaj and Members of Rotary Club and State Character Youth Force have also been associated in the drives;
- (9) The non-official Standing Voluntary Help Committee and Committee for Social Reforms on Railways, functioning in the Ministry of Railways, are also associated in the drives against ticketless travel.

11.19. Asked about the steps taken to check ticketless travelling on suburban trains where the problem was more acute, it was stated that the above mentioned steps were taken for ticket checking on suburban sections also. On suburban sections 100 per cent checkig was ot precticable in view of the magnitude of passenger traffic entraining and detraining particularly during peak hours. However, frequent concentrated drives were made to apprehend the ticketless travellers and extensive ticket checking was resorted to at the gates.

11.20. It has also been stated that as a result of concentrated drive and steps taken to arrest the menace of ticketless travel a large number of persons have been diverted to the Booking Windows and the sale of tickets at the Booking Windows has considerably gone up.

.. 11.21. The Committee need hardly point out that one single factor which causes greatest inconvenience to the passengers is over-crowding in the trains especially in unreserved Second Class compartments. According to the Ministry of Railways Census taken in October, 1975, overlcrowding is prevalent on the important trunk routes chiefly in Second Class unreserved compartments and the over-crowding ranges from 27 per cent to 111 per cent of available capacity. What is distressing is that according to the assessment of the Ministry of Railways the additional traffic expected to be generated during the Fifth Five Year Plan will not be fully catered for with the result that instead of any reduction in the present level of over-crowding, the over-crowding in trains is likely to be still more at the end of the Plan period. The Committee view this with concern and desire that



effective measures be taken to relieve over-crowding specially in long distance trains to alleviate the hardships of the Second Class passengers who constitute the bulk of travelling public.

11.22. It has been pleaded by the Railways that on important routes, there are limitations of line capacity, terminal facilities, availability of rolling stock etc. The Committee consider that these difficulties are not insurmountable and can be overcome with determination and forward looking planning. As mentioned by the Minister of Railways in his Budget Speech in Lok Sabha on 28th March, 1977 it has been possible to introduce a number of super-fast long distance Mail/Express trains without any substantial additions to the facilities existing at the various terminal points and also without affecting the growth of the freight traffic. The Committee have no doubt that Railway administration will continue to make determined efforts to introduce more trains to meet the needs of passenger traffic and reduce congestion and over-crowding. The Committee urge that greater attention and determined efforts should be made to speed up the trains rationalise the routes and halts of various trains and improve the utilisation of coaches (passenger trains kms. etc.)

11.23. The Committee find that the train space available for Second Class passengers in Mail/Express Trains except on Janta Expresses is 66.97 per cent whereas the number of travellers in Second Class is 99 per cent of the total passengers. The Committee consider that the basic and foremost concern of the Railways as a premier public transport is to provide quick and easy means of communications to the teeming millions of the country. The Committee consider that so long as the Railways are not in a position to assure a seat to a Second Class Passenger on important and long distance trains, any augmentation in the provision of air-conditioned and First class accommodation does not appear to be justified. The Committee also have an impression that a very large number of persons who travel in higher classes particularly in First Class or 'Air-Conditioned' do so either on Government account or on Railway passes or at the expense of companies. The Committee, therefore, stress that the Ministry of Railways should review the desirability of providing accommodation in the trains, at the present scale for 'Air-conditioned' and First Class passengers.

11.24. The Committee also note that the Minister of Railways announced in Lok Sabha on 11 June, 1977 that additional long distance trains which would be introduced in the coming years shall

all be classless 'Janta trains.' Further, wherever feasible, the load of important trains which are on electric traction would be increased from 18 to 20 coaches so that over-crowding could be reduced to that extent. While the Committee welcome the above measures, they suggest that additional coaches in the existing trains and all coaches in the new trains may be provided for Second Class passengers only till the over-crowding in this class is eliminated.

11.25. The Committee also suggest the following measures to reduce overcrowding in the trains:--

- (1) For trains which involve a short distance day journey of not more than six hours, the Railways have provided chair cars in some of the trains. The Committee suggest that in order to provide more accommodation and to reduce over-crowding, a time bound programme should be drawn up to replace the First Class conventional coaches in all Mail|Express trains by chair car accommodation for short distance day journeys.
- (2) There has been favourable public reaction to the recent introduction of air-conditioned two-tier coaches which have 48 berths as against 24 berths in conventional First Class coaches. The Committee suggest that such coaches which have been provided only in a few trains at present may be provided for night journeys in all air-conditioned trains in a phased manner to provide additional comfort and more accommodation to the passengers.
- (3) The introduction of longer Second Class coaches with 100 seats as against 80 at present by reducing the number of doors and by increasing the length of the coaches also needs to be expedited to provide much needed relief to the Second Class passengers.
- (4) The result of the introduction of double-decker coaches on a suburban section of Madras should be analysed with expedition and if found suitable, such double decker coaches with necessary improvements made in the light of experience may be introduced on other Railways as per a time bound programme to be drawn up in that behalf.
- (5) The measures taken recently to check ticketless travelling are stated to have helped in reducing the menace of

ticketless travelling. The Committee would stress the need for continued concentrated drive against ticketless travelling, especially in suburban sections where this was more prevalent to reduce over-crowding and to augment revenues.

- (6) The shortage of funds is also stated to be one of the limitations in taking up the works which can help in reducing over-crowding. The Committee suggest that the Ministry should examine the feasibility of raising funds from financial institutions like LIC and nationalised banks, etc., for introduction of additional long distance Janta Mail/Express trains which are remunerative in operation.

11.26. The Committee would also invite the attention to the following observations by the Railway Convention Committee, 1973 in paragraph 6.88 of their Eighth Report in September, 1975:

“So far as suburban traffic is concerned, the Committee consider that the anticipation of 5 per cent growth per annum may well prove to be on the low side considering the fact that during the past quinquennium such traffic has registered a growth of as much as 8.8 per cent per annum. In fact, compared to 1950-51 suburban traffic has gone up by 13.8 per cent per annum. The Committee would, therefore, like the Ministry of Railways to review the matter in the light of latest data and take suitable action to meet adequately the needs of such traffic. The Committee have no doubt that with the augmentation of the terminal capacities in the metropolitan towns, it would be possible for the Railways to augment the suburban services to the maximum extent necessary.”

11.27. It is noticed that the passenger amenities provided at railway stations in suburban areas are generally inadequate as compared to the needs of daily commuters. The existing booking windows at these stations are unable to cope with the rush of passengers at peak hours. The lavatories, fans, foot over-bridges, covers over platforms are also not adequate to meet the requirements of the passengers. The Committee suggest that a fresh review be made of the passenger amenities at the suburban stations with special reference to the needs of the commuters of each region and amenities provided in adequate measure to meet their requirements.

### **(b) Utilisation of Capacity of Integral Coach Factory**

11.28. The Committee also enquired whether the capacity of Integral Coach Factory, Perambur has been fully utilised for manufacturing second class coaches to relieve congestion. They have been informed that the installed capacity of Integral Coach Factory is 750 fully furnished coaches per annum. As against this, the production of fully furnished coaches was only 570 and 517 and 575 during 1974-75, 1975-76 and 1976-77 respectively. The production during these years was stated to have been limited owing to constraints of funds allotted by the Planning Commission. It was also stated that the manufacture of second class coaches for B.G. and M.G. was optimised to the extent possible within the constraint of funds. The Committee were also informed that it would not be possible to utilise the capacity of Integral Coach Factory in full during 1977-78 also due to constraints of funds. Within the funds allotted for production of Rolling Stock, It would be possible to produce 643 coaches for Indian Railways and 20 coaches for export to Uganda.

11.29. The Committee find that the capacity of Integral Coach Factory is not being fully utilised for the construction of coaches. As against the installed capacity of 750 fully furnished coaches per annum the production of coaches is stated to have been limited to 570, 517 and 575 coaches during 1974-75, 1975-76 and 1976-77 respectively owing to constraint of funds. Even during 1977-78, the production is estimated to be only 663 coaches for the same reason. It was admitted during evidence that on a rough estimate there was profit on the operation of second class in long distance mail/express trains and if the net revenue earned from running of additional trains was commensurate with the expenditure to be incurred then it got charged to capital and money would be available. The Committee, therefore, urge the Ministry of Railways to take urgent measures for full utilisation of the capacity of Intergral Coach Factory and to accord high priority for the construction of Second Class coaches to reduce over-crowding in the trains. The Committee would also urge that efforts should continue to be made to improve amenities in the Second Class coaches particularly on long distance trains.

### **(c) Cost of operation**

11.30. It is also noticed that the Railway Convention Committee in their Fourth Report in March, 1973 had urged the Ministry of Railways to expedite the work of analysing in detail the cost of ope-

ration for various classes of passenger services train-wise on an emergent basis so as to assess the losses on each class of travel on a realistic basis.

11.31. In reply to the recommendation of the Committee, the Ministry stated in October, 1973 that detailed cost studies in regard to various types of coaching services had been undertaken by the Railways and will be completed in the course of the next year when the class-wise economics of the passengers services would be available.

11.32. The Committee enquired whether the study of cost of operation of various class of passengers had been completed. The representative of the Ministry of Railways stated during evidence:

“We are working out the figures. We made a rough assessment and we find that on a long term there is a profit in Mail and Express Second Class.”

11.33. The Committee were however, subsequently formed in a reply that the methodology for evaluation of profit/loss of Mail/Express and ordinary trains and by classes of travel has yet to be established and tested.

11.34. As regards the reasons for the delay in this regard it was stated that the work to evolve an acceptable method for determining and analysing in detail the costs of operation of various classes of passenger services was started in 1973. As there was no standard or universal formula for such costing, the process of working out a suitable methodology for the purpose was fraught in the beginning with a lot of difficulties, particularly in view of the fact that this was the first attempt of the kind with no prior idea of the complexity and magnitude of the job. A good deal of experimentation had to be done in the formulation of a methodology.

11.35. Exercises were undertaken by the Traffic Costing Cell in the Board's office to analyse the expenses available for the latest closed year viz., 1971-72. The exercise of evolving the unit costs for the various facets of coaching operation was completed by May, 1974. Final scrutiny of the results brought about by the analysis disclosed a number of inconsistencies and anomalies, like the unit cost of provision of stock for parcels and luggage being higher than that of passenger coaches over Broad Gauge, etc. It was, therefore, considered necessary to go into the matter further and have methodology reviewed in toto. A complete review, starting with the initial identification of expenses relating to the two major services—

coaching and goods—was undertaken. As a result, it became necessary to have a number of sub-detailed Heads of Accounts to be introduced to enable initial recording of identifiable items of expenditure in respect of coaching and goods traffic. Thereafter guidelines and procedure for apportionment of joint expenses between the two services, i.e., Coaching and Goods, were finalised by the end of 1975.

11.36. As accounts for 1974-75—the latest year then were ready, these were taken up for the series of exercises in the analysis of coaching costs. The Railways' operations during 1974-75 were however not normal due to curtailment of a number of train services during the period and the results derived therefrom had therefore, suffered therefore distortions. As such, the unit costs derived for 1974-75 may not serve the purpose for management guidance for which these are primarily intended.

11.37. Further, Coaching traffic in the subsequent years, i.e., 1975-76 onwards has undergone a significant change, particularly on account of the impact of introduction of a large number of fast trains, involving augmented seating capacity coaches—the factors that do have a definite bearing on the costing economics.

11.38. It was, therefore, felt that it would be more realistic if the expenses for 1975-76, which have just become available, are taken up for conducting further exercises to test the reliability of the methodology evolved.

11.39. Thus according to the Ministry continuous efforts have been there during the last three years to evolve a methodology and thereafter analyse the cost of coaching services for two financial years. The task formidable involving as it does an entirely new technology which has to be devised indigenously with little or no outside assistance and expertise. The existing statistics do not show bulk of the data in the form essential for the required analysis of coaching services. Such data had to be gathered based on specific field surveys, establishing realistic ratios relating to utilisation of staff and equipment for the various functional aspects. As a matter of fact the surveys covered nearly 2000 stations. Tabulation of the huge data-mass obtained therefrom was itself a stupendous job. The methodology for apportionment of expenses also involved processing of data through a score of stages spread over a bulky formula book consisting of about 350 pages. Thus, the entire task has been time-consuming.

11.40. The results based on data relating to the year 1974-75 are ready but for the reasons already mentioned they cannot be consi-

dered as truly reflective. After establishing and confirming the trends for at least another year, the unit costs will be circulated to the Railways for adoption since by then their accuracy would have been reasonably confirmed.

11.41. The Committee regret to note that inspite of the recommendation of the Railway Convention Committee (March, 1973) the study of the cost of operation of various classes of passenger services to assess the loss/profit on each class of travel on a realistic basis has not yet been completed. The Committee regret to note the inordinate delay in completing this study although the Railway Convention Committee were assured in October, 1973 that detailed cost studies with regard to various types of coaching services would be completed in the course of the next year. The Committee fail to understand how in the absence of firm cost analysis the fares for the various classes of travel are determined and how the losses on passenger travel are assessed. The Committee stress the need for completing the study expeditiously and to lay down a firm policy in regard to provision of various classes of accommodation keeping in view the objectives of the Railways and the cost of operation of different classes of coaching services.

#### (d) Travel Concessions to Railway Employees

11.42. The Committee also discussed in this connection the travel concessions allowed to Railway employees and the members of their families. These consist of free passes which entitle the employees and their families to free travel on the railways all over India and of Privilege Ticket Orders (PTOs) which are exchangeable for ordinary tickets at one-third of the public rate.

11.43. The scales of free passes and Privilege Ticket Orders available to Railway Employees are as follows:

| No. of Staff                             | No. of sets* admissible per annum |           |
|--|-----------------------------------|-----------|
|  | Passes                            | P. T. Os. |
| Gazetted Officers in Groups A & B        | 6                                 | 6         |
| <i>Non-Gazetted Officers</i>             |                                   |           |
| (i) Upto 5 years service in Groups C & D | 1                                 | 6         |
| (ii) With more than 5 years service.     | 3                                 | 6         |

\*Each set covers both onward and return journeys, irrespective of distance.

A set of passes or PTOs means tickets for self, members of the family and dependent relatives for journey to any Station in India and back. There is no restriction about the concession being available for journeys to home towns or to journeys during earned leave.

### *Classification for Travel Concession*

11.44 Gazetted officers are entitled to a First Class Pass which means that they can travel in First Class and also take an attendant in III Class at public expenditure. Gazetted officers appointed before 1st August, 1969 are entitled to First Class (A) Pass which means that they can take upto two attendants along with them instead of one allowed to normal First Class pass holder. Non-gazetted railway servants drawing a salary of Rs. 350 per month or more are also given First Class passes which means that a section of Class III Railway employees have the facility of taking attendant with them at public expense. The beneficiaries of the concessions available to Railway Servants not only include the members and their families but also the dependent relatives. In addition to this, six journeys passes in a year are allowed for each of the sons and daughters of railway servants who are students including a ticket for the guardian (except for sons over 15 years of age).

### *Travel Concessions for Retired Railway Employees*

11.45. For retired Railway employees, no PTOs are admissible but free passes are given for the retired employees and his family according to the following scale:

|   | Number of sets of<br>passes admissible per<br>Year     |
|---|--|
| (a) (i) Gazetted officers in Groups A & B with 20 years' service but less than 25 years' service . . . . .    | 2  |
| (ii) With 25 years' service and over  | 3  |
| (b) (i) Group C Railway Servants with not less than 20 years' service but less than 25 years service. . . . . |  |
| (ii) With 25 years' service and over . . . . .  | 2  |
| (c) Group 'D' Railway Servants with not less than 25 years' service   | One set every alternative year for self and wife only. |



11.46. The Estimates Committee (1967-68) in their 29th Report on the Ministry of Railways regarding Travel Concessions allowed to Railway employees, had recommended as follows, in paragraph 17 of the Report:

“The Committee would suggest that suitable reductions should be made by the Ministry of Railways in the number of free passes and PTOs at present allowed to serving Gazetted Officers (Class I and Class II) so as to bring them at par with those being allowed to Class III and Class IV employees.”

“As regards the concessions given to the retired Railway employees, the Committee suggest that suitable reductions should be made in the number of free passes being allowed to Class I, Class II and Class III officers with a view to effect economy and bring about uniformity.”

11.47. In their Action Taken Report (67th Report, 1968-69) after considering the replies furnished by the Ministry on the above recommendations, the Committee observed as follows:

“The Committee feel that the question of continuance of the existing scales of travel concession allowed to various categories of Railway employees cannot be viewed merely from the point of view of the quantum of the financial value of the concessions enjoyed by a particular category. Apart from the desirability of removing disparities between Railwaymen employees and other Central Government employees on the other, the unsatisfactory financial position of the Railways and the pressing need for relieving overcrowding on trains to whatever extent possible, are some of the important factors which warrant a downward revision of the travel concessions allowed to Railway employees which were declared as “conspicuously extravagant and in large part indefensible” by the Second Pay Commission even as far back as ten years.

The curtailment of concessions suggested by the Committee is only symbolic and is not likely to cause any hardship to Class I and Class II officers inasmuch as the privileges of passes are, in the words of the Ministry of Railways, only “cherished though not always fully enjoyed”.

The Committee would, therefore, reiterate their recommendation that the number of passes being allowed to Class I and Class II serving officers may be brought at par with those

being allowed to class III and class IV employees, as a first step”.

11.48. In regard to Travel Concessions to retired Railway officials also the Committee stated as follows:—

“The question of continuance of the scales of the existing Travel Concessions cannot be viewed merely from the point of view of the quantum of financial values of the concessions enjoyed by a particular category. In view of the fact that the total number of railway staff have risen from 923 thousand in 1950-51 to 1366 thousand in 1966-67, the Committee are unable to accept the presumption of the Railways that the number of Class I, II and III retired officers at any particular point of time might only be of the order of a thousand. In fact the Committee for the Railways from their records to readily indicate the precise number of persons who are entitled to these privileged passes. It appears that even in this regard no precise statistics are kept.

The Committee feel that in the changing general conditions in the country it should suffice from the point of view of the social obligations and other relevant factors if a retired Railway officer is allowed to have one set of free passes per year.

The Committee would, therefore, reiterate that the Railways should as a first step reduce the number of passes being allowed to Class I, II and III retired officers with a view to bring about uniformity”

11.49. The matter was also considered by the Third Pay Commission and in their report in 1973, the Commission observed as follows:—

“We are convinced that the present rail travel privileges of railway employees are not in keeping with contemporary standards and that as a first step, these should be reduced to the level recommended by the Estimates Committee

(Fourth Lok Sabha) in their 29th Report (1967-68) and reiterated in their 67th Report (February, 1969). We, therefore, recommend that the number of passes of the gazetted officers should be reduced from 6 to 3 per year for both the gazetted officers as well as the non-gazetted officers. The facility for taking attendants on First Class 'A' and First Class Passes should be abolished, but lady officers including lady Health Visitors and Nurses may be allowed to take one attendant on journeys on a pass or PTO provided they are not accompanied by their husband or other male relative. We also recommend that only those members of the family should be eligible to travel on free passes and PTOs as are covered under the Travelling Allowance Rules for journeys performed on transfers. In making these recommendations, we have kept in mind the need for reducing the disparity between the gazetted and non-gazetted employees of the Railways.

In the case of retired railway servants, the existing privileges cannot be justified from the stand-point of public requirements. In our view, the most that the Railway administration can be legitimately called upon to do out of deference to the past loyal services of the retired employees would be to allow each of them the benefit of one set of free passes every year. We recommend accordingly for all railway employees of Class I, Class II and Class III, who retire after having rendered more than 20 years' service. We recommend no change in the provisions concerning the Travel concession available to retired railway servants of Class IV."

11.50. In their 4th Report in March, 1973 on Commercial and Allied matters, the Railway Convention Committee (1971) also commented upon the issue of passes and PTOs to Railway employees in paragraphs 3.22 to 3.28 of their Report. The Committee reiterated the recommendations of the Estimates Committee that:

- "(i) the number of free passes allowed to serving gazetted officers (Class I and II) should be brought at par with those allowed to Class III and IV employees; and
- (ii) suitable reduction may gradually be made in the number of free passes allowed to retired Railway employees also with a view to effect economy and bring about uniformity."

11.51. In their reply to the Railway Convention Committee the Ministry of Railways stated in July, 1974 that the matter was still under consideration.

11.52. According to the information furnished to the Committee, the total number of Railway employees of each category and the value of passes/P.T.Os issued to them during 1975-76 was as follows:—

| Rly. employees of each category. |          | Value of<br>passes<br>(Rs. in lakhs.) | Value of<br>P.T.Os. |
|----------------------------------|----------|---------------------------------------|---------------------|
| I                                | 3575 .   | 209.31                                | 6.78                |
| B                                | 5517 .   | 340.80                                | 14.11               |
| C                                | 643014 . | 3945.99                               | 433.11              |
| D                                | 804889 . | 1549.78                               | 193.91              |
| Total 1456995                    |          | 6045.88                               | 647.91              |

11.53. The Committee enquired whether the recommendations of Estimates Committee/Railway Convention Committee had been implemented. They have been informed that 'the question is reviewed from time to time and has again been taken up for review.'

11.54. The Committee note that Railway employees continue to enjoy the privilege of a large number of free Passes and Privilege Ticket Orders' and the value of such Passes and PTOs during 1975-76 was Rs. 60.46 crores and Rs. 5.48 crores respectively. It was as far back as 1967-68 that the Estimates Committee had suggested in their 29th Report that suitable reductions might be made by the Ministry of Railways in the number of free Passes and PTOs at present allowed to serving Gazetted Officers (Class I and Class II) so as to bring them at par with those being allowed to Class III and Class IV employees. The Committee also suggested suitable reductions in the number of free Passes being allowed to Class I, II & III retired railway employees with a view to effect economy and bring about uniformity. The recommendation was reiterated by the Estimates Committee (1968-69) in their 67th Report. Even the Second and Third Pay Commissions appointed by Government commented upon these concessions. The Second Pay Commission, 1960 critically declared them as conspicuously extravagant and in large part indefensible.' The Third Pay Commission, 1973 also observed that 'the present rail travel privileges of railway employees are not in keeping with contemporary standards and that as a first step these should be reduced to the level recommended by the Estimates Committee.'

Again the Railway Convention Committee in their 4th Report in March, 1973 observed that 'there is a strong case for curtailment of this facility which is heavily weighted in favour of Class I and II staff.' The Committee are concerned to find that notwithstanding the recommendations of Estimates Committee, Railway Convention Committee as well as the Pay Commissions' appointed by Government, the Ministry of Railways have continued to allow large travel concessions to Railway employees in the form of free Passes and PTOs the value of which amounted to about Rs. 67 crores during 1975-76. The matter is, however, stated to have been again taken up for review. The Committee stress that these privileges allowed to railway officers and staff are not in keeping with the spirit of the present times and changing social milieu. There is imperative need for rationalising the number of PTOs allowed to different classes of railway officers and staff as well as to relieve over-crowding in trains.

11.55. The Committee would like to be informed of the concrete measures taken in pursuance of these recommendations about free Passes and concessional PTOs in respect of officers and staff who would be joining Railway hereafter and the retired railway employees.

## CHAPTER XII

### MISCELLANEOUS

#### (a) Electrification of stations buildings

12.1. The Railway Convention Committee, 1971 recommended in their Fourth Report in March, 1973 that the Ministry should take expeditious steps for electrification of all stations where electric supply is available in the vicinity. Close liaison may be maintained in this regard with the State Electricity Boards so that the programme for progressive electrification of all stations keeps pace with the electrification schemes of State Governments.

12.2. In their reply to the above recommendation, the Ministry of Railways informed in October, 1973 that:

“The Committee may rest assured that constant liaison is being maintained with the State Electricity Boards to ensure that the progressive programming of electrification of stations follows closely the electrification schemes of the State Governments. It would, however, be appreciated that unless electricity at low tension is available in the vicinity of the stations, it would not be possible to electrify the stations, due to prohibitive cost of service connections.

The observation of the Railway Convention Committee has been reiterated to the Railways, so that close liaison is continued to be maintained with the State Electricity Boards regarding their programmes for the electrification schemes.”

12.3. The Committee enquired whether all the stations where electricity is available in the vicinity have been electrified. They have been informed that there are 339 stations where electricity is available in the vicinity but have not yet been electrified. Out of these, at 146 stations either the work of electrification was in progress or these have been programmed for electrification by 1977-78. All the stations could not be included in the programme for electrification because of limited availability of funds. The Railway-wise details of the stations which have electricity available in the vicinity

but are yet to be electrified are given below:

| Railway            | Total<br>No. of<br>Stations. | Program-<br>med to<br>be electri-<br>fied by<br>1977-78 |
|--------------------|------------------------------|---|
| Northern .         | 60                           | 38  |
| South Eastern      | 12                           | 5   |
| Northeast Frontier | 18                           | 12  |
| Central            | 70                           | 11  |
| Western            | 41                           | 20  |
| North Eastern      | 75                           | 28  |
| Eastern            | 30                           | 17  |
| Southern .         | 18                           | 10  |
| South Central      | 15                           | 5   |
|                    | <u>339</u>                   | <u>146</u>  |

12.4. The Committee enquired whether the electrification of 146 stations would be completed as per programme by 1977-78. They have been informed that the electrification of the 146 stations programmed by 1977-78 is expected to be completed, subject to power supply service connections being arranged by the State Electricity Authorities at reasonable cost and in time and satisfactory settlement of unusual demands of voluntary loan contribution/purchase of rural electrification debentures, etc., being made by some of the Electricity Boards.

12.5. The Committee find that there are 339 stations which have not been electrified though electricity is available in their vicinity. It was in March, 1973 that the Railway Convention Committee (1971) had recommended that the Ministry of Railways should take expeditious steps for electrification of all stations where electric supply was available in the vicinity. In pursuance of the recommendation of the Committee, the Ministry of Railways had assured the Committee that constant liaison was being maintained with the State Electricity Boards to ensure that the progressive programming of electrification of stations follows closely the electrification schemes of the State Governments. It is surprising that in spite of the assurance given to the Railway Conven-

tion Committee in October, 1973 as many as 339 stations have remained without electrification even though electric power is available in their vicinity. The Committee are particularly concerned that a large number of stations have remained un-electrified on Northern, Central, Western, North-eastern and Eastern Railways. If the railways had, in fact, established proper liaison with the State Electricity Boards as assured to the RCC, the Committee see no reason why the railways could not get power as soon as it reached the vicinity of railway stations. In fact the Committee consider that by proper planning the fittings etc. should have been completed and synchronised with the availability of power.

12.6. Even in respect of stations which have been programmed for electrification by the Railways by 1977-78, it has been stated that electrification was subject to satisfactory settlement of unusual demands of voluntary loan contribution/purchase of rural electrification debentures etc. being made by some of the Electricity Boards. The Committee are not satisfied with the reply furnished by the Ministry. In the opinion of the Committee, the railways should have settled the matter directly with the Electricity Boards and failing that they should have used the good offices of the Central Electricity Authority to resolve the matter instead of allowing the matter to linger on indefinitely.

12.7. The Committee stress that the Railways should prepare a time-bound programme for electrification of all the stations which have electric power in their vicinity so that the benefit of electrification is available to the Railway users also.

#### **(b) Railway Time Table**

12.8. The Railway Time Tables published at present by the Railways are section-wise with the result that even for journeys between major cities, reference has to be made to several tables and there are not even proper references available in all cases for the connecting tables. The Committee enquired whether the question of rationalising the format and volume of railway Time Tables has been examined. They have been informed that the Time Tables are now being published on a Zonal bases. The arrangement of various sections on these Time Tables is done keeping in view the importance of the section, facility of reference, avoidance of duplication and economy. The All-India Time Table is brought out by binding the Zonal Time Tables (only the timings portion) into one volume and providing the station index, fare tables and other general information. This arrangement helps to bring down the cost of production of the All India Time Table.



Even if a separate edition is brought out, having regard to the vast network of railways, and the fact that certain sections are common to various intercity routes, the various routes by which the trains traverse between two sets of cities, will have to be indicated in almost the same way as at present. Besides, such a step will also increase the cost of publication of the time table.

12.9. However, in order to provide the long distance travellers with the timings of his train at important stations in one place without the need to refer to various tables, abstract timings of Mail/Express trains between important cities are shown separately in the All-India as well as Zonal editions.

12.10. Steps are being taken to design the layout of the present English Time Tables so as to bring about economy in the publication and for facility of easy reference by way of rearrangement of trains in the tables according to the routes and using blank spaces left at the end of the Table for accommodating branch lines preferably those connected with the main table as far as practicable.

12.11. During their on-the-spot study visit, the Committee were informed that the Olavakkot Division has brought out a point to point Time Table in which all details pertaining to a particular inter-city journey are indicated in one table. There is also an index which helps to locate the table conveniently. The South Eastern Railway has also brought out an abridged Time table.

12.12. The Committee were also informed during evidence that some of the Railways like Western and South-Eastern Railways have published folders giving abstract timings of various trains in different directions. The other Railways have also been given directions for it. Apart from the usual time table of 50 paise they may put this out for 10 paise.

12.13. The Committee find that the Railway Time Table being brought out at present is complicated and it is difficult to locate the timings for all stations en-route for any train. Even for journeys between major cities under the same Zonal Railway reference has to be made to several tables and there are at times not even proper reference given to the connecting tables. The Committee, therefore, desire that steps be taken for simplification and rationalisation of the Railway Time Table with a view to increasing its utility to the common railway traveller.

12.14. The Committee find that an abridged time table has been brought out by the South Eastern Railway. The Olavakkot Division has also brought out a point to point time table. The Committee desire that the form and contents of these time tables may be examined with a view to adapting them by the Railways in the light of users' reactions. In fact, there should be a continuous research in the light of passenger's requirements and suggestions to simplify and rationalise the format of Railway Time Table.

12.15. The Committee also suggest that information in respect of trains of wide interest to travelling public on particular sectors may be prominently displayed on boards at various stations. Small folders giving abstract timings of various trains in different directions may also be made available to the passenger in English, Hindi and regional languages at a nominal price.

### (c) Medical Facility

12.16. The Committee enquired whether there were any arrangements in the trains and on railway stations for rendering medical assistance to passengers. They were informed that Railway do not have any arrangements with regard to medical aid to sick passengers undertaking journey, nor do they take any responsibility for looking after them on the journey. However, where required, assistance in the shape of invalid chair, stretcher and use of ambulance, where available, is provided to facilitate travel.

12.17. With regard to emergency help to passengers suddenly taking ill while on journey, it has been stated that Railways do provide, as a matter of courtesy, help through the nearest available medical officer of the health unit or hospital. For this purpose, the passenger suddenly taking ill, has to inform the Guard or Conductor Guard on the train or somebody at the railway station where the train may stop and request for a message to be sent to the nearest train halting station where a health unit exists giving some idea of the nature of illness. The medical officer does attend to these calls and provide whatever relief he can in the short time and constraints of resources at his disposal, because generally he is not able to accompany the passenger and leave his Headquarters because of his other responsibilities of patients on hand (at most of the places there is only one doctor at a station and the doctor is heavily booked in looking after their normal duties.) If the condition of the patient is such that with temporary medication he can reach the destination, the Railway doctor provides the medicines as available with him in the bag or else the patient is advised to

get down at that station or the nearest station wherever facilities needed for attending the nature of ailment that the patient may have developed exist. This attendance by the Railway doctor and the cost of medicines supplied are to be paid for by the passenger at prefixed normal rates.

12.18. The Committee were also informed that the Health Department on the Railways is primarily to look after the health requirements of railway employees and their families and such administrative requirements e.g. eye-sight examination, physical examination etc. which are the essential needs of the Railways and there is no provision made nor any sanction for posts or equipment given for looking after the ailing passenger.

12.19. The Committee find that in the event of any passenger suddenly taking ill while on journey, he can have a message sent through the Guard or Conductor Guard etc., on the train to the nearest train halting station where health unit exists for medical assistance giving some idea of the nature of illness. At such a station the Railway Medical Officer attends to these calls and provides whatever relief he can. If need be, the patient is advised to get down at that station or the nearest station wherever facilities needed for attending to the nature of ailment that the patient may have developed, exist. The Committee feel that generally the passengers are not aware of the existence of this facility and it would be helpful if the passengers are informed about it through display notices put up in coaches.

12.20. The Committee also suggest that in case of serious illness it should be the duty of the Railway medical officer to arrange for the services of a medical specialist and, if necessary, for his admission to the nearest hospital at the expense of the passenger, if so requested by him.

12.21. The Committee suggest that patent medicines in common use like sarilon, Aspro, etc. may be made available for a sale to the passengers in long distance trains. Stalls may also be provided at important stations for the sale of medicines and these may preferably be allotted to suitable unemployed graduates.

#### *General*

12.22. The Committee also suggest that the Railway may through suggestion card system ascertain periodically—say once in a quarter—the reactions of the passengers to the various amenities provided at stations and in trains and invite their suggestions to improve them further. The reactions and suggestions of the passengers may be particularly invited in regard to general cleanliness

booking facilities, behaviour of the staff, etc. The Committee would stress that if the suggestion card system is to serve any useful purpose, there is need to take proper and promote follow up action in the light of the reactions and suggestions of the passengers. They would like the passengers' opinions and the improvements made in the light thereof to be brought to the notice of Railway Users' Consultative Committees at Divisional, Zonal and National levels.

12.23. The Committee have made various suggestions in the foregoing chapters in regard to the various aspects of passengers amenities at the stations. They attach the greatest importance to the implementation of the recommendations. The Committee suggest that the Railway may select one station in each zone to improve the standard of maintenance of various services and provide all the passengers amenities there as per the norms which may be evolved by the Railways so that these stations can serve as model stations for providing amenities to passengers at other stations.

NEW DELHI,  
January 7, 1977  

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Pusa 17, 1899 (S)

SATYENDRA NARAYAN SINHA,  
Chairman,  
Estimates Committee.

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## APPENDICES

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## APPENDIX I

(Vide para 1.7 )

*Norms fixed by the Ministry of Railways for providing amenities to the passengers*

### *Waiting Halls:*

2.1. At small stations, waiting halls should be provided for 45 per cent of the maximum number of passengers dealt with at any one time (excluding mela traffic).

2.2. At large stations the waiting halls should be provided for 30 per cent of maximum number of passengers dealt with at any one time (excluding mela traffic).

2.3. The minimum floor area per passenger catered for in waiting halls (calculated as in 2.1 and 2.2 above) should be 1.394 Sq. m. (15. Sq. ft).

2.4. Before undertaking constructions of new waiting halls or extension of the existing waiting halls it should be first considered, whether better purpose could be served by extending or providing platforms shelters as already advised in Board's letter No. 59/WI/AMNI/77/10/NRUCC dated 13-7-1961.

### *Platforms*

#### *3.1. Cover Over Platforms:*

3.1.1. The provision of covers over platforms must depend on climate conditions, number of passengers and the nature of the traffic dealt with. Normally sufficient area should be covered to enable half the maximum number of passengers dealt with at the station to be accommodated at the rate of 0.557 sq. metre (6 Sq. ft) for each passenger.

3.1.2. At important stations and at suburban stations with intensified traffic, the whole platform should be roofed.

3.1.3. Provision of large-scale covering of platforms should as far as possible, be confined to the following stations:—

- (i) Junctions where passengers have to wait for train connections.

- (ii) District headquarters stations.
- (iii) Cities with a population of more than a lakh.
- (iv) Suburban stations.
- (v) Stations in a heavy rainfall area, etc.

**3.2. Lengthening of platforms:** Platforms should be long enough to accommodate the longest train normally received.

### **3.3. Raising of platforms.**

**3.3.1. Main Line (BG):** The ultimate target shall be to provide high level platforms at all important stations, medium level platforms at less important stations and rail level platforms at unimportant road side stations.

**3.3.2. Main Line (MG):** Medium level platforms shall be provided at all main line stations where high level platforms cannot be justified. Rail level platforms should be provided at unimportant road side stations.

**3.4. Well-maintained platform surface:** Provision of well maintained platform surface is one of the minimum amenities to be provided at all stations including flag stations but excluding halt stations. Any platform surface well maintained with coal ash, moorum or any other suitable material so as to avoid dust in dry weather and mud in rains would meet the requirement.

**3.5. Benches:** 40 seats per 100 passengers calculated as in para 2.1 and 2.2 above.

**Facilities 4.1. Drinking water:** Wherever possible, drinking water should be supplied on platforms by the provision of hydrants at the rate of 4 taps/stand pipes per 100 passengers and the minimum number of taps on each platform should be 4. The taps should be distributed alongside the platform as to be easily accessible to passengers seated in trains. Simultaneously 'Gharas' mounted on Wheeled barrows should be available for supplying water to the passengers sitting in the compartments. The number of barrows would depend on climatic conditions. Water coolers have also been provided at important and busy stations where pipe water supply and Electricity is available and the traffic dealt with average of 1000 passengers or more per day.

**4.2. Bathing facilities:** At junctions or terminal stations where running water is available, bathing arrangements should be provi-

ded on the basis of one shower for every 200 passengers calculated as in para 2.1 and 2.2 above. When the number of showers exceeds two, one third of the number should be provided with doors and reserved for ladies.

**4.3. Urinals:** At large stations, urinals should be provided on platforms at the rate of one unit per 100 passengers.

**4.4. Latrines:** The number of latrine seats per 100 passengers (calculated as in para 2.1. and 2.2 above) should not be less than 4. Water borne latrines should be provided wherever this is practicable.

**5. Foot over-bridges and sub-ways:** Greater care should be exercised in undertaking platforms and the following guidelines shall be adopted:—

- (i) Provision of foot over-bridges/sub-ways, where none are in existence, should continue to be guided by the requirement of traffic as hitherto and the design for the foot over-bridges should provide for covering to be made at a later stage.
- (ii) Provision of additional foot over-bridges should be undertaken after strictest scrutiny. The covering in such cases may be provided at the time of initial construction depending upon the circumstances of each individual case.

**6. Waiting room for upper class passengers:** The norms for providing this amenity as laid down in Board's letter No. 50-B-4145 dated 15th May, 1961 and is summarised below:—

**6.1. Ordinary non-suburban wayside station:** The provision of new upper class waiting room at such station should be considered only, if the number of upper class passengers dealt with is 25 or more per day. If, however, the bulk of the traffic is booked or received by night trains, the provision of the facility in question could be considered even with slightly fewer passengers.

**6.2. Suburban Stations:** There is hardly any need to provide such a facility on these stations as a much heavier traffic could be dealt with, without this facility.

**6.3. Junctions and terminal stations:** The facility should be based on the volume of traffic changing over and the time the passengers have to wait.



6.4. The waiting facility for II class passengers is provided in accordance with the norms stipulated in para I above. It was decided in December, 74 under Board's letter No. 73-TGI/103/12/Policy dated 6-12-74 that the waiting rooms accommodation available at railway stations should be earmarked for use of passengers as under:—

1. Where there is only one waiting room, it should be made available for the passengers travelling in ACC, First Class and A.C. Chair Car Class.

2. Where there are two waiting rooms, one should be reserved for gents travelling in classes referred to in (I) above and the other for ladies travelling in ACC, First Class, AC Chair Car Class and Second Class 2-tier and 3-tier sleeper coaches only.

3. Where there are three waiting rooms, these should be earmarked as under:—

- (a) One for Gents travelling in classes referred to in (I) above.
- (b) One for Ladies travelling in classes referred to in (I) above.
- (c) One for Ladies travelling in Second Class 2-tier and 3-tier sleeper coaches.

4. Where there are four waiting room, these should be earmarked as under:—

- (a) Two for Gents travelling in classes referred to in (I) above.
- (b) One for ladies travelling in classes referred to in (I) above.
- (c) One for Ladies travelling in Second Class 2-tier and 3-tier sleeper coaches.

6.5. A proposal for providing lounges for Second class passengers at important stations is under consideration.

*Retiring Rooms:* The provision of retiring rooms at stations should be made only where a minimum of 40 per cent occupation can be expected as indicated in the Board's letter No. 68-TGII/140/12 RC PAC dated 21-6-68.

*Booking Offices:* The yardstick for the opening of extra booking windows should be 800 tickets per 8 hours shift, i.e., 100 tickets per hour. The booking facilities available at stations should be review-

ed from time to time and Railways may make exceptions and alter the yardstick for individual stations after taking into account the work-load and conditions of traffic during peak hours and other local factors in order to eliminate long queues at the booking windows.

At large stations, provisions of booking windows reserved for women should also be considered.

*Maximum number of passengers:* The maximum number of passengers dealt with at any one time for the purpose of provision of passenger amenities should be arrived at on the basis of the actual number of tickets sold or collected during an average busy period in which there is no unusual rush due to melas or fairs.

*Train Halts:* As far as train halts are concerned, irrespective of the fact whether these are worked by contractors or departmentally, the minimum facilities should continue to be the same as laid down *vide* Board's letter No. 56/WI/2/AMNI/115 dated 29th October, 1956, namely—

- (i) A rail level platform of suitable length having regard to the length of trains stopping at the station.
- (ii) A small waiting shed which will also serve as a booking office.
- (iii) Lighting where trains stop at night.
- (iv) Planting of shady trees.

The waiting shed at the Halts should be of cheap type, the size depending on the extent of passenger traffic.

12. While the above norms are to be regarded as a general guide, these cannot be considered as suitable for application in all cases. On stations where special consideration is required keeping in view the importance and peculiar features associated with the place, provision of passenger amenities may be suitably modified at the discretion of the General Manager.

## APPENDIX II

(Vide Para 2.22)

### STATEMENT SHOWING ZONE-WISE BREAK UP OF COST FOR MAKING UP DEFICIENCIES IN PASSENGER AMENITIES

| S.No. | Railway | Raising/<br>widening<br>and exten-<br>sion of<br>platform | Improve-<br>ments to<br>drinking<br>water<br>arrange-<br>ments on<br>Station | Provision/<br>extension<br>of cover<br>over plat-<br>form | Provision of<br>washable<br>Aprons. | Provision of<br>widening<br>Extension<br>of FOB | Other works<br>such as<br>waiting<br>Halls, wait-<br>ing room,<br>improve-<br>ment to<br>Booking<br>offices,<br>cover over<br>FOBs,<br>public<br>address<br>system, train<br>indica for<br>boards, uri-<br>nals, ap-<br>proach<br>roads,<br>cycle stands,<br>tonga stands,<br>electrifica-<br>tion of<br>stations,<br>benches.<br>improve-<br>ment of<br>carriages &<br>opening of<br>new flag<br>stations etc. | Approximate total<br>cost in<br>lacks | Remarks |
|-------|---------|---|--|---|-------------------------------------|---|---|---------------------------------------|---------|
|-------|---------|---|--|---|-------------------------------------|---|---|---------------------------------------|---------|

|                 | Approx.<br>cost | Approx.<br>cost | Approx.<br>cost | Approx.<br>cost | Approx.<br>cost | Approx.<br>cost |
|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| 1 CENTRAL . . . | 74              | 15              | 446             | 42              | 40              | 1,167           |
| 2 EASTERN . . . | 136             | 71              | 71              | 32              | 49              | 903             |
| 3 NORTHERN      | 195             | 10              | 230             | 12              | 50              | 1,190           |
| 4 N. EASTERN    | 59              | 100             | 135             | 8               | 30              | 847             |
| 5 N. FRONTIER . | 87              | 100             | 36              | 1 50            | 6               | 566             |
| 6 SOUTHERN      | 35              | 140             | 258             | 150             | 60              | 1,246           |
| 7 S. CENTRAL    | 20              |                 | 17              | 123             | 11              | 728             |
| 8 S. EASTERN .  | 5               | 1               | 46              | 8               | 2               | 475             |
| 9 WESTERN . . . | 5               | 10              | 24              | 26              | 5               | 634             |
| TOTAL . . .     | 616             | 447             | 1,263           | 451             | 253             | 4,726           |
|                 |                 |                 |                 |                 |                 | 7,756           |

## APPENDIX III

(vide para 2.35)  
Statement showing the Budget allotment for Passenger and other Users' Amenities under DF\* from 1969-70 to 1973-74

| Railway                  | 1969-70         |                | 1970-71         |                | 1971-72         |                | 1972-73         |                | 1973-74         |                | Total           |                 |
|--------------------------|-----------------|----------------|-----------------|----------------|-----------------|----------------|-----------------|----------------|-----------------|----------------|-----------------|-----------------|
|                          | B.E.<br>(Voted) | Actuals<br>*   | B.E.<br>(Voted) | Actuals<br>*   | B.E.<br>(Voted) | Actuals<br>*   | B.E.<br>(Voted) | Actuals<br>*   | B.E.<br>(Voted) | Actuals<br>*   | B.E.<br>(Voted) | Actuals         |
| 1. Central .             | 40.00           | 1,00.55        | 40.00           | 81.70          | 48.02           | 1,19.03        | 49.39           | 73.26          | 43.73           | 38.72          | 2,21.14         | 4,13.26         |
| 2. Eastern .             | 43.78           | 65.45          | 34.16           | 55.08          | 34.71           | 42.07          | 28.81           | 60.47          | 35.00           | 36.37          | 1,76.46         | 2,59.44         |
| 3. Northern              | 37.05           | 65.78          | 40.24           | 71.73          | 35.87           | 57.45          | 49.59           | 72.60          | 55.90           | 45.10          | 2,17.75         | 3,12.66         |
| 4. North<br>Eastern      | 20.82           | 14.98          | 28.11           | 28.52          | 27.45           | 25.29          | 19.34           | 23.56          | 12.00           | 21.38          | 1,07.72         | 1,13.73         |
| 5. Northeast<br>Frontier | 19.00           | 16.40          | 18.64           | 13.20          | 19.81           | 12.13          | 11.79           | 9.84           | 14.03           | 11.80          | 83.27           | 63.37           |
| 6. Southern              | 20.70           | 43.68          | 27.16           | 4.35           | 28.43           | 23.82          | 35.15           | 29.36          | 47.00           | 27.60          | 1,58.44         | 1,28.81         |
| 7. South<br>General .    | 36.00           | 37.77          | 30.00           | 34.00          | 47.77           | 33.13          | 32.00           | 30.52          | 25.00           | 19.99          | 1,70.77         | 1,55.41         |
| 8. South<br>Eastern .    | 22.91           | 35.03          | 28.25           | 38.67          | 30.62           | 24.26          | 24.24           | 20.32          | 23.00           | 16.69          | 1,29.02         | 1,34.97         |
| 9. Western               | 41.34           | 66.65          | 40.00           | 46.95          | 34.31           | 45.36          | 34.00           | 1,30.21        | 44.60           | 83.26          | 1,94.25         | 3,72.63         |
| 10. Rlv.<br>Board .      | 1,17.67         | ..             | 1,04.27         | ..             | 93.01           | ..             | 95.41           | ..             | 1,00.73         | ..             | 5,11.09         | ..              |
| <b>TOTAL .</b>           | <b>3,99.27</b>  | <b>4,46.29</b> | <b>3,90.83</b>  | <b>3,74.20</b> | <b>4,00.00</b>  | <b>3,82.74</b> | <b>3,79.72</b>  | <b>4,50.14</b> | <b>4,00.09</b>  | <b>3,00.91</b> | <b>19,69.91</b> | <b>19,54.28</b> |

\*These figures include expenditure under DF(1) for improvement to Rolling Stock.

# APPENDIX IV

(Vide para 8.6)

Statement showing number of retiring rooms, their capacity and charges etc. on Railways

## EASTERN RAILWAY

| Sl. No. | Station   | No. of retiring rooms | Total capacity in terms of beds provided | Charges per bed for 24 hours or part thereof |               |               |          |          |          | Air-conditioned | Remarks  |  |
|---------|-----------|-----------------------|--|--|---------------|---------------|----------|----------|----------|-----------------|--|--|
|         |           |                       |  | Single bedded                                | Double bedded | Triple bedded | 4 bedded | 5 bedded | 6 bedded |                 |  |  |
| 1       | 2         | 3                     | 4  | 5  | 6             | 7             | 8        | 9        | 10       | 11              | 12   |  |
|         |           |                       |  |  | Ra.           |               |          |          |          |                 |  |  |
| 1       | Howrah.   | .                     | 11                                       | 22   | ..            | 12            | ..       | ..       | ..       | ..              | Ra. 24 per double beds & Ra. 28 beyond 48 hours.         |  |
| 2       | Parna .   | .                     | 7  | 17   | ..            | 12            | 12       | ..       | ..       | ..              | Do. Ra. 35 per 3 bedded room and Ra. 40 beyond 48 hours. |  |
| 3       | Sealdah   | .                     | 3  | 6  | ..            | 12            | ..       | ..       | ..       | ..              | Ra. 24 per double bedded room Ra. 28 beyond 48 hrs.      |  |
| 4       | Dhanbad   | .                     | 4  | 8  | ..            | 12            | ..       | ..       | ..       | ..              | Do.  |  |
| 5       | Durgapur  | .                     | 5  | 10   | ..            | 12            | ..       | ..       | ..       | ..              | Do.  |  |
| 6       | Bhagalpur | .                     | 4  | 8  | ..            | 12            | ..       | ..       | ..       | ..              | Do.  |  |

| 1  | 2                 | 3 | 4 | 5  | 6  | 7  | 8  | 9  | 10 | 11 | 12  |
|----|-------------------|---|---|----|----|----|----|----|----|----|---|
| 7  | Burdwan .         | 3 | 8 |    | .. | .. | .. | .. | .. | .. | Rs. 10 per bed Rs.<br>20 per double bed<br>and Rs. 25 beyond<br>48 hours. |
| 8  | Jamalpur .        | 2 | 5 | .. | .. | .. | .. | .. | .. | .. | Do.   |
| 9  | Gaya .            | 4 | 8 | .. | 10 | .. | .. | .. | .. | .. | Do.   |
| 10 | Asansol .         | 6 | 6 |    | .. | .. | .. | .. | .. | .. | Do.   |
| 11 | Badyanath Dham .  | 2 | 4 |    | .. | .. | .. | .. | .. | .. | Do.   |
| 12 | Chittaranjan .    | 2 | 4 | .. | 10 | .. | .. | .. | .. | .. | Do.   |
| 13 | Mughalsarai .     | 2 | 4 |    | .. | .. | .. | .. | .. | .. | Do.   |
| 14 | Bolpur .          | 2 | 4 |    | .. | .. | .. | .. | .. | .. | Do.   |
| 15 | Rampurhat .       | 1 | 3 |    | .. | 7  | .. | .. | .. | .. | Do.   |
| 16 | Madhopur .        | 1 | 2 | .. | 7  | .. | .. | .. | .. | .. | Do.   |
| 17 | Sasaram           | 1 | 2 |    | 7  |    | .. |    | .. |    |   |
| 18 | Patna Saheb .     | 1 | 2 |    | 7  | .. | .. | .. | .. | .. |   |
| 19 | Ara               | 1 | 2 | .. | 7  | .. |    |    | .. |    |   |
| 20 | Siuri .           | 1 | 1 | 7  | .. |    |    |    |    | .. |   |
| 21 | Hazaribagh Road . | 1 | 2 |    | 5  | .. | .. | .. | .. | .. |   |

@Recently provided.

|                 |               |   |    |    |    |    |
|-----------------|---------------|---|----|----|----|----|
| 22              | Rajgir .      | 1 | 2  | 5  | .. |    |
| 23              | Kiul          | 1 | 2  | 6  |    |    |
| CENTRAL RAILWAY |               |   |    |    |    |    |
| 1               | Bombay V. T.  | 7 | 21 | 12 | 12 | 12 |
| 2               | Pune          | 4 | 11 | 12 | 12 | 8  |
| 3               | Thana .       | 1 | 2  | 10 | .. | .. |
| 4               | Agra Cantt. . | 6 | 12 | 12 | 20 |    |
| 5               | Bhopal .      | 7 | 12 | 12 | 16 |    |
| 6               | Gwalior       | 5 | 12 | 10 | 6  | 12 |
| 7               | Jalgaon       | 4 | 11 | 8  | 5  | 15 |
| 8               | Akola .       | 3 | 8  | 8  | 5  | .. |
| 9               | Itarsi .      | 2 | 5  | 8  | 5  | .. |
| 10              | Jabalpur      | 4 | 10 | 10 | 6  |    |
| 11              | Jhansi .      | 3 | 8  | 10 | 6  | .. |
| 12              | Katni .       | 2 | 6  | 8  | 5  | .. |
| 13              | Mathura Jn. . | 4 | 10 | 10 | 6  | .. |
| 14              | Nasik Road .  | 2 | 8  | 18 | .. | 5  |



| 1                | 2            | 3 | 4  | 5  | 6     | 7     | 8  | 9  | 10 | 11    | 12 |
|------------------|--------------|---|----|----|-------|-------|----|----|----|-------|----|
| 15               | Manmad       | . | 2  | 4  | 8     | ..    | .. | .. | .. | ..    | .. |
| 16               | Khandwa      | . | 1  | 2  | 8     | ..    | .. | .. | .. | ..    | .. |
| 17               | Badnera      | . | 1  | 2  | 5     | ..    | .. | .. | .. | ..    | .. |
| 18               | Bhusaval     | . | 1  | 2  | 8     | ..    | .. | .. | .. | ..    | .. |
| 19               | Nagpur       | . | 4  | 10 | 10    | ..    | 4  | .. | .. | ..    | .. |
| 20               | Pipariya     | . | 2  | 4  | 8     | ..    | 5  | .. | .. | ..    | .. |
| 21               | Saugar       | . | 2  | 5  | 8     | 5     | .. | .. | .. | ..    | .. |
| 22               | Satna        | . | 1  | 2  | 8     | ..    | .. | .. | .. | ..    | .. |
| 23               | Chandrapur   | . | 1  | 2  | 6     | ..    | .. | .. | .. | ..    | .. |
| 24               | Wardha       | . | 1  | 3  | ..    | 5     | .. | .. | .. | ..    | .. |
| 25               | Sanchi       | . | 2  | 4  | 3     | ..    | .. | .. | .. | ..    | .. |
| 26               | Nepanagar    | . | 1  | 2  | 5     | ..    | .. | .. | .. | ..    | .. |
| 27               | Harpalpur    | . | 2  | 4  | 8     | ..    | .. | .. | .. | ..    | .. |
| NORTHEKN RAILWAY |              |   |    |    |       |       |    |    |    |       |    |
| 1                | Delhi (Main) | . | 6  | 12 | 12.50 | ..    | .. | .. | .. | ..    | .. |
| 2                | New Delhi    | . | 14 | 28 | 12.50 | ..    | .. | .. | .. | 17.50 | .. |
| 3                | Simla        | . | 3  | 5  | 10    | 10.00 | .. | .. | .. | ..    | .. |
| 4                | Ghandigarh   | . | 2  | 4  | 10.00 | ..    | .. | .. | .. | ..    | .. |

|    |                  |   |   |    |    |    |       |      |       |    |       |    |
|----|------------------|---|---|----|----|----|-------|------|-------|----|-------|----|
| 5  | Lucknow          | . | . | 5  | 19 | .. | 10.00 | ..   | ..    | .. | ..    | .. |
| 6  | Varanasi         | . | . | 4  | 6  | 10 | 10.00 |      | ..    | .. | ..    | .. |
| 7  | Amritsar         | . | . | 3  | 6  | .. | 10.00 |      |       |    | 15.00 |    |
| 8  | Pathankot        | . | . | 8  | 14 | 10 | 10.00 | ..   | ..    |    | 15.00 |    |
| 9  | Jammu Tawi       | . | . | 6  | 10 | 10 | 10.00 | ..   | ..    |    | 15.00 |    |
| 10 | Kanpur (Central) | . | . | 5  | 14 |    | 10.00 | ..   | 10.00 | .. | 20.00 |    |
| 11 | Allahabad        | . | . | 13 | 20 | 10 | 10.00 |      |       |    | ..    |    |
| 12 | Jullundur City   | . | . | 1  | 2  |    | 7.00  |      | ..    | .. | ..    |    |
| 13 | Ludhiana         | . | . | 2  | 4  | .. | 7.00  |      | ..    | .. | ..    |    |
| 14 | Sriganganagar    | . | . | 2  | 3  | 7  | 7.00  | ..   | ..    | .. |       |    |
| 15 | Jodhpur          | . | . | 5  | 13 | .. | 7.00  | 7.00 | ..    | .. |       |    |
| 16 | Bikaner          | . | . | 3  | 7  |    | 7.00  | 5.50 |       | .. |       |    |
| 17 | Ambala Cantt.    | . | . | 1  | 2  | .. | 7     |      |       |    |       |    |
| 18 | Hanumangarh      | . | . | 4  | 8  |    | 3     |      |       |    |       |    |
| 19 | Etah             | . | . | 1  | 2  |    | 3     |      | ..    |    |       |    |
| 20 | Shajahanpur      | . | . | 1  | 2  |    | 3     |      | ..    | .. | ..    |    |
| 21 | Hardoi           | . | . | 1  | 2  |    | 3     | ..   |       |    |       |    |
| 22 | Moradabad        | . | . | 3  | 9  | .. | ..    | 3    | ..    | .. | ..    |    |
| 23 | Najibabad        | . | . | 2  | 4  |    | 3     |      |       | .. |       |    |
| 24 | Barilly Jn.      | . | . | 2  | 4  |    | 3     |      | ..    | .. | ..    |    |

| 1            | 2                 | 3 | 4  | 5  | 6  | 7  | 8  | 9  | 10 | 11 | 12 |
|--------------|-------------------|---|----|----|----|----|----|----|----|----|----|
| 25           | Haridwar . .      | 5 | 10 | .. | 3  | .. | .. | .. | .. | .. |    |
| 26           | Rampur . .        | 1 | 2  | .. | 3  | .. | .. | .. | .. | .. |    |
| 27           | Kotdwara . .      | 2 | 8  | .. | .. | .. | 3  | .. | .. | .. |    |
| 28           | Dehradun . .      | 2 | 4  |    | 3  | .. | .. | .. |    |    |    |
| 29           | Ayodhya . .       | 3 | 6  |    | 3  |    |    |    |    | .. |    |
| 30           | Faizabad . .      | 1 | 2  | .. | 3  | .. |    |    | .. | .. |    |
| 31           | Bhatinda . .      | 1 | 2  |    | 3  |    |    |    |    |    |    |
| 32           | Saharanpur . .    | 1 | 2  |    | 3  | .. |    |    |    | .. |    |
| 33           | Aligarh . .       | 2 | 4  |    | 3  | .. |    |    |    |    |    |
| N.E. RAILWAY |                   |   |    |    |    |    |    |    |    |    |    |
| 1            | Kathgodam . .     | 2 | 4  | .. | 15 |    |    |    | .. |    |    |
| 2            | Mathura Cantt. .  | 2 | 4  | .. | 10 | .. | .. |    |    |    |    |
| 3            | Kanpur Anwarganj  | 1 | 2  |    | 12 |    |    | .. |    |    |    |
| 4            | Lakhimpur Kheri . | 1 | 2  | .. | 10 | .. |    |    |    | .. |    |
| 5            | Lucknow . .       | 6 | 11 | 12 | 16 |    |    |    |    |    |    |
| 6            | Gonda . .         | 1 | 2  |    | 12 |    |    |    |    |    |    |
| 7            | Bahraich . .      | 1 | 2  | .. | 10 |    |    |    |    |    |    |
| 8            | Balrampur . .     |   | 2  |    | 10 | .. | .. | .. | .. | .. |    |

| **9 | Naugarh            | . | 1 | 2  | .. | 10          | .. | .. | .. | .. | .. |
|-----|--------------------|---|---|----|----|-------------|----|----|----|----|----|
| 10  | Basti . .          | . | 1 | 2  | .. | 10          | .. | .. | .. | .. | .. |
| 11  | Gorakhpur . .      | . | 9 | 14 | 12 | 16          | .. | .. | .. | .. | .. |
| 12  | Deoria Sadar . .   | . | 2 | 4  | .. | 10          | .. | .. | .. | .. | .. |
| 13  | Sivan . .          | . | 1 | 2  | .. | 10          | .. | .. | .. | .. | .. |
| 14  | Chupra . .         | . | 1 | 2  | .. | Will follow |    |    |    |    |    |
| 15  | Mau Jn. . .        | . | 1 | 2  | .. | 10          | .. | .. | .. | .. | .. |
| 16  | Allahabad City . . | . | 1 | 2  | .. | 10          | .. | .. | .. | .. | .. |
| 17  | Ballia . .         | . | 1 | 2  | .. | 10          | .. | .. | .. | .. | .. |
| 18  | Sonpur . .         | . | 1 | 2  | .. | 6           | .. | .. | .. | .. | .. |
| 19  | Mahindrughat] . .  | . | 1 | 2  | .. | 12          | .. | .. | .. | .. | .. |
| 20  | Barauni Jn. . .    | . | 2 | 4  | .. | 12          | .. | .. | .. | .. | .. |
| 21  | Muzaffarpur . .    | . | 2 | 4  | .. | 12          | .. | .. | .. | .. | .. |
| 22  | Samastipur . .     | . | 2 | 4  | .. | 12          | .. | .. | .. | .. | .. |
| 23  | Darbhanga . .      | . | 2 | 4  | .. | 12          | .. | .. | .. | .. | .. |
| 24  | Laberia Sarai . .  | . | 1 | 2  | .. | 12          | .. | .. | .. | .. | .. |
| 25  | Raxaul . .         | . | 3 | 6  | .. | 12          | .. | .. | .. | .. | .. |
| 26  | Motihari . .       | . | 2 | 4  | .. | 9           | .. | .. | .. | .. | .. |
| 27  | Narkatiaganj . .   | . | 2 | 4  | .. | 6           | .. | .. | .. | .. | .. |
| 28  | Jayanagar . .      | . | 1 | 2  | .. | 6           | .. | .. | .. | .. | .. |
| 29  | Nirmali . .        | . | 1 | 2  | .. | 6           | .. | .. | .. | .. | .. |

| 1             | 2                    | 3 | 4 | 5    | 6   | 7   | 8   | 9   | 10  | 11  | 12 |
|---------------|----------------------|---|---|------|-----|-----|-----|-----|-----|-----|----|
|               |                      |   |   | Rs.] | Rs. | Rs. | Rs. | Rs. | Rs. | Rs. |    |
| 30            | Bettaiah.            | . | 1 | 2    | 6   | ..  | ..  |     | ..  | ..  |    |
| 31            | Madhubani            | . | 1 | 2    | 6   |     |     |     | ..  | ..  |    |
| 32            | Saharsa              | . | 2 | 4    | 12  |     | ..  | ..  |     |     |    |
| 33            | Jhanjharpur          | . | 1 | 2    | 6   |     |     |     |     | ..  |    |
| 34            | Sapaul               | . | 1 | 2    | 12  | ..  |     |     |     |     |    |
| N. F. RAILWAY |                      |   |   |      |     |     |     |     |     |     |    |
| 1             | Gauhati.             | . | 6 | 14   | 8   |     |     | ..  | ..  | ..  |    |
| 2             | Katihar]             | . | 2 | 4    | 7   | ..  |     | ..  | ..  | ..  |    |
| 3             | Tinsukhia            | . | 6 | 6    | 7   | ..  | ..  | ..  | ..  |     |    |
| 4             | Siliguri             | . | 2 | 4    | 7   | ..  |     | ..  |     | ..  |    |
| 5             | Lumding              | . | 4 | 9    | 7   |     |     | ..  | ..  |     |    |
| 6             | New Jalpaiguri       | . | 3 | 6    | 5   |     | ..  | ..  | ..  | ..  |    |
| 7             | Dinapur              | . | 2 | 4    | 5   | ..  | ..  | ..  | ..  | ..  |    |
| 8             | Jalukbari (Kamakhya) | . | 2 | 4    | 5   | ..  | ..  | ..  | ..  | ..  |    |
| 9             | Dibrugarh Town       | . | 4 | 2    | 4   | ..  | ..  | ..  | ..  | ..  |    |
| 10            | Kishanganj           | . | 1 | 2    | 4   |     | ..  | ..  | ..  | ..  |    |
| 11            | Alibourduar          | . | 1 | 2    | 4   |     |     |     | ..  | ..  |    |

|    |                  |   |   |    |    |    |    |    |    |
|----|------------------|---|---|----|----|----|----|----|----|
| 12 | Forbesganj . .   | 1 | 1 | 4  | .. | .. | .. | .. | .. |
| 13 | Malda Town .     | 1 | 2 | .. | 4  | .. | .. | .. | .. |
| 14 | Silchar .        | 1 | 2 | .. | 4  | .. | .. | .. | .. |
| 15 | Mariani .        | 1 | 2 | .. | 4  | .. | .. | .. | .. |
| 16 | Duaranagar .     | 1 | 2 | .. | 4  | .. | .. | .. | .. |
| 17 | Karinganj        | 1 | 4 | .. | .. | .. | 4  | .. | .. |
| 18 | Barpeta Road.    | 1 | 2 | .. | 4  | .. | .. | .. | .. |
| 19 | Badarpur         | 1 | 2 | .. | 4  | .. | .. | .. | .. |
| 20 | New Bongaigaon . | 1 | 2 | .. | 4  | .. | .. | .. | .. |

## SOUTHERN RAILWAY

|   |                  |    |    |    |      |    |    |    |    |
|---|------------------|----|----|----|------|----|----|----|----|
| 1 | Madras Central . | 10 | 14 | 12 | 10   | .. | .. | .. | .. |
| 2 | Madras Egmore .  | 10 | 12 | 12 | 10   | .. | .. | .. | .. |
| 3 | Bengalore City   | 14 | 24 | 12 | 10   | .. | .. | .. | .. |
| 4 | Ootacamund .     | 4  | 8  | .. | 12   | .. | .. | .. | .. |
| 5 | Calicut . .      | 6  | 10 | 12 | 7.50 | .. | .. | .. | .. |
| 6 | Coimbatore .     | 4  | 4  | 10 | ..   | .. | .. | .. | .. |
| 7 | Ernakulam Jn.    | 5  | 5  | 10 | ..   | .. | .. | .. | .. |

| 1  | 2                  | 3      | 4  | 5  | 6    | 7  | 8  | 9  | 10 | 11 | 12 |
|----|--------------------|--------|----|----|------|----|----|----|----|----|----|
| 8  | Erode . . .        | 5      | 9  | 10 | 7.50 |    |    | .. |    |    |    |
| 9  | Guntakal . .       | 3      | 4  | 10 | 7.50 |    |    |    | .. |    |    |
| 10 | Kodai Kana] Road   | 3      | 6  | .. | 7.50 |    |    |    |    | .. |    |
| 11 | Kottayam . .       | 2      | 4  | .. | 7.50 |    | .. |    | .. |    |    |
| 12 | Lovedale . .       | 2      | 3  | 10 | 7.50 | .. |    | .. | .. |    |    |
| 13 | Mangalore . .      | 4      | 5  | 10 | 7.50 | .. | .. | .. | .. |    |    |
| 14 | Madurai Jn. . .    | 10+1AC | 13 | 10 | 7.50 | .. |    | .. |    | 15 |    |
| 15 | Mysore. . . .      | 5      | 10 | .. | 7.50 | .. | .. | .. | .. |    |    |
| 16 | Thanjavur . .      | 6      | 12 | .. | 7.50 |    |    | .. | .. |    |    |
| 17 | Trichur . . .      | 3      | 6  | .. | 7.50 |    |    |    |    |    |    |
| 18 | Trivandrum Central | 9      | 11 | 10 | 7.50 |    | .. | .. |    | .. |    |
| 19 | Tiruchhirapalli .  | 10+1AC | 19 | 10 | 7.50 | .. |    | .. |    | 15 |    |
| 20 | Canannore . .      | 2      | 3  | 6  | 5    |    |    |    |    | 15 |    |
| 21 | Chidambaram . .    | 2      | 3  | 6  | 5    |    |    |    |    | .. |    |
| 22 | Chingleput . .     | 3      | 3  | 6  | ..   |    |    |    |    | .. |    |
| 23 | Gudur . . . .      | 2      | 3  | 6  | 5    |    |    |    |    |    |    |
| 24 | Kumbakonam . .     | 3      | 4  | 6  | 5    | .. | .. |    | .. | .. |    |

|    |                   |   |   |    |    |    |    |    |    |    |
|----|-------------------|---|---|----|----|----|----|----|----|----|
| 25 | Pondicherry . .   | 4 | 6 | 6  | 5  | .. | .. | .. | .. | .. |
| 26 | Palni . .         | 2 | 4 | .. | 5  | .. | .. | .. | .. | .. |
| 27 | Podannur . .      | 1 | 2 | .. | 5  | .. | .. | .. | .. | .. |
| 28 | Quilon . .        | 3 | 5 | 6  | 5  | .. | .. | .. | .. | .. |
| 29 | Rameswaram        | 5 | 8 | 6  | 5  | .. | .. | .. | .. | .. |
| 30 | Renigunta . .     | 5 | 8 | 6  | 5  | .. | .. | .. | .. | .. |
| 31 | Salem Jn. . .     | 3 | 6 | .. | 5  | .. | .. | .. | .. | .. |
| 32 | Tirunelveli . .   | 1 | 2 | .. | 5  | .. | .. | .. | .. | .. |
| 33 | Virudunagar .     | 5 | 7 | 6  | 5  | .. | .. | .. | .. | .. |
| 34 | Devangiri . .     | 3 | 5 | 5  | 4  | .. | .. | .. | .. | .. |
| 35 | Gooty . .         | 2 | 4 | .. | 4  | .. | .. | .. | .. | .. |
| 36 | Hasan . .         | 2 | 2 | 5  | .. | .. | .. | .. | .. | .. |
| 37 | Jolarpettai . .   | 1 | 1 | 5  | .. | .. | .. | .. | .. | .. |
| 38 | Kadur . .         | 2 | 2 | 8  | .. | .. | .. | .. | .. | .. |
| 39 | Metupalayam .     | 1 | 2 | .. | 4  | .. | .. | .. | .. | .. |
| 40 | Nagapattinam .    | 3 | 6 | .. | 4  | .. | .. | .. | .. | .. |
| 41 | Sagar Jambaguru . | 4 | 6 | 5  | 4  | .. | .. | .. | .. | .. |
| 42 | Tiruvarur . .     | 2 | 4 | .. | 4  | .. | .. | .. | .. | .. |
| 43 | Tuticorin . .     | 2 | 3 | 5  | 4  | .. | .. | .. | .. | .. |
| 44 | Villupuram . .    | 1 | 2 | .. | 4  | .. | .. | .. | .. | .. |



| 1  | 2            | 3 | 4  | 5  | 6   | 7            | 8   | 9   | 10  | 11  | 12 |
|----|--------------|---|----|----|-----|--------------|-----|-----|-----|-----|----|
|    |              |   |    |    | Rs. | Rs.          | Rs. | Rs. | Rs. | Rs. |    |
|    |              |   |    |    |     | S.C. RAILWAY |     |     |     |     |    |
| 1  | Secunderabad | . | 4  | 16 | ..  | 10           | ..  | ..  | ..  |     |    |
| 2  | Vijayawada   | . | 19 | 29 | 10  | 10           | ..  | ..  |     | ..  |    |
| 3  | Aurangabad   | . | 2  | 3  | 10  | 10           | ..  | ..  | ..  | ..  |    |
| 4  | Kacheguda    | . | 1  | 2  | ..  | 10           | ..  |     |     |     |    |
| 5  | Sholapur     | . | 3  | 5  | 8   | 8            | ..  | ..  | ..  |     |    |
| 6  | Guntur       | . | 5  | 8  | 8   | 12           |     |     |     |     |    |
| 7  | Manded       | . | 2  | 3  | 8   | 12           | ..  | ..  | ..  | ..  |    |
| 8  | Rajahmundry  | . | 3  | 4  | 8   | 12           |     | ..  | ..  | ..  |    |
| 9  | Kazipet      | . | 3  | 5  | 8   | 12           | ..  | ..  | ..  | ..  |    |
| 10 | Kurnool Town |   | 2  | 4  | 6   | 10           |     |     | ..  | ..  |    |
| 11 | Gulbarga     | . | 1  | 2  | ..  | 10           | ..  | ..  | ..  | ..  |    |
| 12 | Ongole       | . | 2  | 3  | 6   | 10           | ..  | ..  | ..  |     |    |
| 13 | Belgaum      | . | 2  | 4  | 6   | 10           | ..  | ..  | ..  | ..  |    |
| 14 | Elura        | . | 2  | 2  | 6   | ..           | ..  | ..  | ..  | ..  |    |
| 15 | Madgaon      |   | 1  | 2  | ..  | 10           | ..  | ..  | ..  |     |    |
| 16 | Kohlapur     | . | 2  | 4  | 6   | 10           |     |     |     |     |    |
| 17 | Miraj        | . | 1  | 2  | 6   | 10           | ..  |     |     |     |    |
| 18 | Bellary      | . | 4  | 4  | 6   | ..           | ..  | ..  | ..  | ..  |    |

|                       |                           |    |    |    |     |    |    |    |    |    |
|-----------------------|---------------------------|----|----|----|-----|----|----|----|----|----|
| 19                    | Hospet . . .              | 3  | 4  | 6  | 8   | .. | .. | .. | .. | .. |
| 20                    | Bijapur . . .             | 1  | 2  | 6  | 8   | .. | .. | .. | .. | .. |
| 21                    | Tenali . . .              | 2  | 4  | 6  | 8   | .. | .. | .. | .. | .. |
| 22                    | Kakinada Towo . . .       | 1  | 2  | .. | 8   | .. | .. | .. | .. | .. |
| SOUTH EASTERN RAILWAY |                           |    |    |    |     |    |    |    |    |    |
| 1                     | Kharagpur . . .           | 4  | 7  | 8  | 8   | .. | .. | .. | .. | .. |
| 2                     | Tatnagar . . .            | 10 | 20 | .. | 9/7 | .. | .. | .. | .. | 80 |
| (Including A/C)       |                           |    |    |    |     |    |    |    |    |    |
| 3                     | Bhubaneswar . . .         | 4  | 8  | .. | 8   | .. | .. | .. | .. | 28 |
| (Including A/C)       |                           |    |    |    |     |    |    |    |    |    |
| 4                     | Jharuguda . . .           | 3  | 5  | 7  | ..  | 6  | .. | .. | .. | .. |
| 5                     | Raipur . . .              | 2  | 6  | .. | 8   | .. | 6  | .. | .. | .. |
| 6                     | Durg . . .                | 5  | 7  | 7  | 7   | .. | .. | .. | .. | .. |
| 7                     | Puri . . .                | 2  | 4  | .. | 8   | .. | .. | .. | .. | .. |
| 8                     | Adra . . .                | 1  | 2  | .. | 5   | .. | .. | .. | .. | .. |
| 9                     | Cuttack . . .             | 3  | 5  | .. | 8   | .. | .. | .. | .. | 20 |
| (Including A/C)       |                           |    |    |    |     |    |    |    |    |    |
| 10                    | Chakradhupur . . .        | 1  | 2  | .. | 8   | .. | .. | .. | .. | .. |
| 11                    | Beharampur (Ganjam) . . . | 1  | 2  | .. | 7   | .. | .. | .. | .. | .. |
| 12                    | Bilaspur . . .            | 1  | 2  | .. | 8   | .. | .. | .. | .. | .. |

| 1               | 2               | 3  | 4  | 5   | 6   | 7   | 8   | 9   | 10  | 11  |
|-----------------|-----------------|----|----|-----|-----|-----|-----|-----|-----|-----|
|                 |                 |    |    | Rs. | Rs. | Rs. | Rs. | Rs. | Rs. | Rs. |
| 13              | Waltair         | 3  | 6  | ..  | 8   | ..  | ..  | ..  | ..  | 20  |
|                 | (Including A/C) | 6  | 7  | 8   | ..  | ..  | ..  | ..  | ..  | 20  |
| 14              | Rourkela        |    |    |     |     |     |     |     |     |     |
|                 | (Including A/C) |    |    |     |     |     |     |     |     |     |
| 15              | Ranchi          | 1  | 3  | ..  | ..  | 6   | ..  | ..  | ..  | ..  |
| 16              | Amlai           | 1  | 2  | 5   | 5   | ..  | ..  | ..  | ..  | ..  |
| 17              | Balasore        | 1  | 2  | 7   | 7   | ..  | ..  | ..  | ..  | ..  |
| 18              | Vizianagaram    | 2  | 4  | 7   | 7   | ..  | ..  | ..  | ..  | ..  |
| 19              | Burnpur         | 1  | 4  | ..  | ..  | 5   | ..  | ..  | ..  | ..  |
| 20              | Gondia          | 1  | 4  | ..  | ..  | 6   | ..  | ..  | ..  | ..  |
| WESTERN RAILWAY |                 |    |    |     |     |     |     |     |     |     |
| 1               | Ahmedabad       | 16 | 23 | 12  | 12  | ..  | ..  | ..  | ..  | 30  |
| 2               | Abu Road        | 2  | 4  | ..  | 7   | ..  | ..  | ..  | ..  | ..  |
| 3               | Agra Fort       | 3  | 6  | ..  | 7   | ..  | ..  | ..  | ..  | ..  |
| 4               | Ajmer           | 8  | 16 | 7   | 7   | 7   | ..  | ..  | ..  | 30  |
| 5               | Vadodara        | 5  | 10 | ..  | 12  | ..  | ..  | ..  | ..  | ..  |
| 6               | Bombay Central  | 8  | 16 | ..  | 12  | ..  | ..  | ..  | ..  | ..  |
| 7               | Bhavanagar      | 2  | 4  | ..  | 7   | ..  | ..  | ..  | ..  | ..  |



| 1  | 2             | 3 | 4 | 5 | 6        | 7        | 8         | 9         | 10        | 11        | 12        |
|----|---------------|---|---|---|----------|----------|-----------|-----------|-----------|-----------|-----------|
| 27 | Udaipur City. | . | 3 | 4 | Ra.<br>7 | Ra.<br>7 | Ra.<br>.. | Ra.<br>.. | Ra.<br>.. | Ra.<br>.. | Ra.<br>.. |
| 28 | Verawal       | . | 1 | 2 | ..       | 4        | ..        | ..        | ..        | ..        | ..        |
| 29 | Godhra        | . | 2 | 4 | ..       | 4        | ..        | ..        | ..        | ..        | ..        |
| 30 | Alwar         | . | 1 | 2 | ..       | 4        | ..        | ..        | ..        | ..        | ..        |
| 31 | Palanpur      | . | 2 | 4 | ..       | 7        | ..        | ..        | ..        | ..        | ..        |
| 32 | Valsad        | . | 2 | 4 | ..       | 7        | ..        | ..        | ..        | ..        | ..        |

# APPENDIX V

(vide para 8.6)

Statements showing occupancy ratio and amount realised on account of charges for retiring rooms during the years 1973-74, 1974-75 and 1975-76, etc.

## CENTRAL RAILWAY

| Sl. No. | Name of station | Occupancy ratio (percentage) |       |       | Revenue realised (Rs.) |       |       | No. of man days occupied by |            | Remarks.                                      |
|---------|-----------------|------------------------------|-------|-------|------------------------|-------|-------|-----------------------------|------------|---|
|         |                 | 73-74                        | 74-75 | 75-76 | 73-74                  | 74-75 | 75-76 | Railway Officers.           | Passengers |   |
| 1       | 2               | 3                            | 4     | 5     | 6                      | 7     | 8     | 75-76                       | 75-76      | 11  |
| 1       | Agra Cantt.     | 80                           | 78    | 77    | 19180                  | 18017 | 21747 | 57                          | 3316       |   |
| 2       | Akola           | 39                           | 31    | 51    | 2320                   | 1992  | 2976  | 292                         | 1197       |   |
| 3       | Saugor          | 39                           | 45    | 42    | 2272                   | 2668  | 2440  | ..                          | 307        |   |
| 4       | Bhopal          | 54                           | 70    | 67    | 19810                  | 18596 | 29150 | 175                         | 2760       |   |
| 5       | Bombay VT       | 100                          | 100   | 100   | 59218                  | 65043 | 80703 | 230                         | 7435       |   |
| 6       | Thana           | 7                            | 12    | 15    | 680                    | 840   | 1060  | 14                          | 96         | Civil District serving tribal population.     |
| 7       | Chandrapur      | 22                           | 15    | 28    | 448                    | 630   | 1146  | ..                          | 204        | Occupancy improving & position being watched. |
| 8       | Gwalior         | 56                           | 59    | 63    | 6536                   | 6900  | 9305  | 394                         | 1971       |   |
| 9       | Harpalpur       | 7                            | 6     | 12    | 864                    | 752   | 1360  | ..                          | 175        | Place of tourist importance.                  |

| 1  | 2            | 3   | 4  | 5  | 6     | 7     | 8     | 9   | 10   | 11   |
|----|--------------|-----|----|----|-------|-------|-------|-----|------|--|
| 10 | Itarsi .     | 63  | 54 | 93 | 3720  | 3064  | 5188  | ..  | 679  |  |
| 11 | Jabalpur     | 80  | 76 | 84 | 14304 | 13240 | 17530 | 15  | 3051 |  |
| 12 | Jalgaon      | 56  | 66 | 76 | 3312  | 3872  | 4272  | 200 | 2851 |  |
| 13 | Jhansi .     | 56  | 63 | 60 | 3440  | 3692  | 4380  | 204 | 1548 |  |
| 14 | Katni .      | 38  | 41 | 63 | 2216  | 2392  | 3625  | ..  | 460  |  |
| 15 | Mathura      | 38  | 42 | 55 | 6568  | 7232  | 11026 | 73  | 1935 |  |
| 16 | Manmad       | 30  | 32 | 54 | 3148  | 3348  | 5686  | 365 | 423  | Position improving.                                  |
| 17 | Nagpur       | 80  | 95 | 77 | 14211 | 12560 | 15140 | ..  | 1686 |  |
| 18 | Pune .       | . . | 83 | 77 | 15170 | 17907 | 25858 | *   | 1405 | *Separate officer<br>rooms exist.                    |
| 19 | Sanchi .     | . . | 13 | 12 | 1114  | 1203  | 1416  | ..  | 175  | *Tourist centre.                                     |
| 20 | Satna .      | . . | 46 | 57 | 3040  | 2590  | 3680  | ..  | 416  |  |
| 21 | Pipariya     | 25  | 33 | 46 | 720   | 932   | 1344  | ..  | 168  |  |
| 22 | Nasik Road . | 34  | 28 | 55 | 3800  | 3042  | 3176  | 292 | 1314 |  |
| 23 | Khandwa      | 48  | 44 | 65 | 5600  | 5188  | 7624  | 36  | 430  |  |
| 24 | Badnera      | . . | 7  | 20 | 416   | 408   | 1184  | 109 | 402  | Occupancy improving<br>position is being<br>watched. |
| 25 | Bhusaval     | ..  | .. | 62 | ..    | ..    | 3608  | ..  | 453  | Opened in 1975-76.                                   |
| 26 | Nepanagar .  | . . | 20 | 15 | 830   | 556   | 640   | ..  | 110  | Industrial centre, po-<br>sition is being watched.   |

| Sl. No.         | Name of Station | Occupancy Ratio (percentage) |   |       |     | Revenue earned in (Rupees) |       |                          | No. of days occupied (bed days) | Remarks |      |  |
|-----------------|-----------------|------------------------------|---|-------|-----|----------------------------|-------|--------------------------|---------------------------------|---------|------|--|
|                 |                 | 73-74                        |   | 74-75 |     | 75-76                      |       | Rly. Officers Passengers |                                 |         |      |  |
|                 |                 | 1                            | 2 | 3     | 4   | 5                          | 6     |                          | 7                               | 8       | 9    | 10   |
| EASTERN RAILWAY |                 |                              |   |       |     |                            |       |                          |                                 |         |      |  |
| 1               | Howrah.         |                              |   | 79    | 89  |                            | 34013 | 37843                    | 57253                           | 96      | 6020 |  |
| 2               | Patna Junction  |                              |   | 68    | 63  |                            | 22661 | 20266                    | 24683                           | 215     | 2420 |  |
| 3               | Sealdah         |                              |   | 65    | 65  |                            | 8263  | 7862                     | 10355                           | 75      | 132  |  |
| 4               | Dhanbad         |                              |   | 147   | 109 |                            | 21945 | 26992                    | 31064                           | 30      | 335  |  |
| 5               | Durgapur        | .                            | . | ..    | 9   | 12                         | ..    | 3620                     | 12178                           | ..      | 85   | Opened in Sept. '74' Alternative use being considered. |
| 6               | Bhagalpur       | .                            | . | 43    | 36  | 26                         | 6289  | 5922                     | 8940                            | ..      | 745  | Position being watched.                                |
| 7               | Burdwan         | .                            | . | 43    | 41  | 51                         | 7590  | 6888                     | 9490                            | 194     | 1341 |  |
| 8               | Jamalpur        | .                            | . | 19    | 20  | 20                         | 1008  | 1077                     | 2120                            | ..      | 212  | Position being watched                                 |
| 9               | Asansol.        | .                            | . | 126   | 128 | 122                        | 9822  | 8872                     | 13040                           | 185     | 1534 |  |
| 10              | Baidyanath Dham | .                            | . | 38    | 23  | 23                         | 2218  | 1694                     | 2768                            | ..      | 77   | Pilgrim Centres, Position being watched.               |
| 11              | Chittaranjan    | .                            | . | 57    | 45  | 37                         | 2876  | 3336                     | 4534                            | 1       | 138  |  |
| 12              | Mughalsarai     | .                            | . | 14    | 15  | 10                         | 1305  | 1389                     | 2050                            | 1029    | 1579 | Occupation will improve after Divl. HQR comes up.      |
| 13              | Bolpur          | .                            | . | 47    | 43  | 40                         | 3284  | 2990                     | 4542                            | 99      | 493  |  |



| 1                 | 2                         | 3  | 4  | 5  | 6     | 7     | 8     | 9    | 10   | 11                                |
|-------------------|---------------------------|----|----|----|-------|-------|-------|------|------|-----------------------------------|
|                   |                           |    |    |    |       |       |       |      |      | Position being watched.           |
| 14                | Rampurhat . . . . .       | 26 | 29 | 32 | 1785  | 1900  | 3006  | 25   | 453  | Do.                               |
| 15                | Madhopur . . . . .        | 39 | 35 | 33 | 1005  | 1013  | 1498  | 1    | 121  | Do.                               |
| 16                | Sasaram . . . . .         | 50 | 26 | 51 | 1355  | 737   | 1090  | ..   | 262  |                                   |
| 17                | Panna Saheb . . . . .     | 25 | 24 | 60 | 159   | 336   | 216   | ..   | 55   |                                   |
| 18                | Arrah . . . . .           | 85 | 90 | 87 | 2130  | 1105  | 2722  | ..   | 131  |                                   |
| 19                | Gaya . . . . .            | 50 | 40 | 46 | 12572 | 9590  | 16029 | 1510 | 1472 |                                   |
| 20                | Siuri . . . . .           | 35 | 28 | 16 | 565   | 363   | 327   | ..   | 49   | Alternative use being considered. |
| 21                | Hazaribagh Road . . . . . | 20 | 16 | 11 | 5661  | 484   | 351   | ..   | 81   | Do.                               |
| 22                | Rajgir . . . . .          | 20 | 10 | 20 | 207   | 75    | 164   | ..   | 30   | Pilgrimage Centre.                |
| NORTHERN RAILWAYS |                           |    |    |    |       |       |       |      |      |                                   |
| 1                 | Delhi (Main) . . . . .    | 80 | 85 | 78 | 31221 | 37140 | 37020 | 41   | 2155 |                                   |
| 2                 | New Delhi . . . . .       | 90 | 88 | 86 | 63016 | 75756 | 72253 | 51   | 3609 |                                   |
| 3                 | Simla . . . . .           | 36 | 45 | 47 | 4232  | 5631  | 6182  | 26   | 453  |                                   |
| 4                 | Chandigarh . . . . .      | .. | 41 | 41 | ..    | 5860  | 5780  | 6    | 200  | Provided in 1974.                 |
| 5                 | Lucknow . . . . .         | 98 | 99 | 99 | 21565 | 27186 | 28428 | 186  | 359  |                                   |
| 6                 | Varanasi . . . . .        | 90 | 93 | 95 | 17973 | 18654 | 15490 | 123  | 350  |                                   |
| 7                 | Amritsar . . . . .        | 73 | 97 | 86 | 11727 | 16126 | 17041 | 60   | 301  |                                   |
| 8                 | Pathankot . . . . .       | 78 | 67 | 73 | 12012 | 13333 | 14162 | 36   | 230  |                                   |
| 9                 | Jammu Tavi . . . . .      | 63 | 71 | 80 | 15813 | 17820 | 20040 | 70   | 222  |                                   |
| 10                | Kanpur Central . . . . .  | 74 | 86 | 94 | 26077 | 55373 | 82713 | 96   | 259  |                                   |

|    |               |   |   |     |    |     |       |       |       |     |      |  |
|----|---------------|---|---|-----|----|-----|-------|-------|-------|-----|------|--|
| 12 | Jullundur     | . | . | 60  | 68 | 80  | 1617  | 3437  | 4018  | 3   | 289  |  |
| 13 | Ludhiana      | . | . | 65  | 70 | 87  | 6041  | 6652  | 8218  | 102 | 216  |  |
| 14 | Sriganganagar | . | . | 9   | 10 | 27  | 714   | 784   | 2058  |     | 274  | Occupancy improv-<br>ing. Position being<br>watched. |
| 15 | Jodhpur       | . | . | 69  | 62 | 65  | 18026 | 23124 | 30961 | 51  | 340  |  |
| 16 | Bikaner       | . | . | 50  | 56 | 66  | 7139  | 7799  | 9813  | 28  | 1684 |  |
| 17 | Ambala Cantt. | . | . | 68  | 72 | 78  | 1944  | 2072  | 6628  | 2   | 280  |  |
| 18 | Hanumangarh   | . | . | 51  | 58 | 74  | 4473  | 4803  | 6498  | 10  | 2166 |  |
| 19 | Shahjahanpur  | . | . | 45  | 61 | 76  | 1336  | 1787  | 1879  | 6   | 240  |  |
| 20 | Hardoi        | . | . | 45  | 45 | 54  | 644   | 654   | 669   | 10  | 385  |  |
| 21 | Moradabad     | . | . | 86  | 82 | 93  | 8496  | 8103  | 9174  | 91  | 340  |  |
| 22 | Najibabad     | . | . | 92  | 64 | 77  | 2403  | 1743  | 2186  |     | 270  |  |
| 23 | Barcilly, Jn. | . | . | 100 | 98 | 100 | 4069  | 3845  | 4399  | 13  | 1398 |  |
| 24 | Haridwar      | . | . | 75  | 80 | 96  | 7210  | 7770  | 9330  | 205 | 311  |  |
| 25 | Rampur        | . | . | 36  | 59 | 76  | 524   | 864   | 1255  | ..  | 345  |  |
| 26 | Kotdwara      | . | . | 23  | 22 | 36  | 1248  | 1272  | 1158  | ..  | 277  | Occupancy improving.<br>Position being<br>watched.   |
| 27 | Dehradun      | . | . | 69  | 67 | 80  | 4700  | 5055  | 5211  | 12  | 274  |  |
| 28 | Ayodhya       | . | . | 20  | 22 | 32  | 876   | 910   | 1544  |     | 242  | Occupancy improving<br>Position being<br>watched.    |
| 29 | Faizabad      | . | . | 34  | 61 | 63  | 324   | 1744  | 1904  | 5   | 459  |  |

| 1                     | 2                | 3 | 4 | 5 | 6  | 7  | 8  | 9     | 10    | 11    |    |      |  |
|-----------------------|------------------|---|---|---|----|----|----|-------|-------|-------|----|------|--|
| 30                    | Bhatinda         | : | : | : | 67 | 69 | 74 | 1467  | 1473  | 2119  | 15 | 545  |  |
| 31                    | Saharanpur       | . | . | . | .  | 80 | 85 | **    | 1644  | 2424  |    | 647  | **Provided in 1974.                        |
| 32                    | Aligarh.         | : | : | : | .  | .  | 92 | *     | *     | 4165  |    | 1443 | *Provided in 1975.                         |
| NORTH EASTERN RAILWAY |                  |   |   |   |    |    |    |       |       |       |    |      |  |
| 1                     | Kathgodam        | . | . | . | 31 | 26 | 32 | 5416  | 5159  | 5496  |    | 456  | Hill Stn. Position being watched.          |
| 2                     | Mathura Cantt.   | . | . | . | 11 | 3  | 17 | 1071  | 1025  | 1075  | 31 | 254  | Pilgrimage Centre. Position being watched. |
| 3                     | Gorakhpur        | . | . | . | 95 | 96 | 97 | 22206 | 24747 | 27468 |    | 3417 |  |
| 4                     | Kanpur-Anwarganj | . | . | . | 27 | 17 | 17 | 116   | 718   | 759   |    | 63   | Alternative use being considered.          |
| 5                     | Lucknow Jn.      | . | . | . | 97 | 87 | 97 | 28512 | 28288 | 22416 |    | 2802 |  |
| 6                     | Lakhimpur Kheri  | . | . | . | 46 | 52 | 68 | 1695  | 1870  | 3500  |    | 291  |  |
| 7                     | Gonda Junction   | . | . | . | 31 | 38 | 57 | 1533  | 1925  | 2887  |    | 260  |  |
| 8                     | Bahraich         | . | . | . | 39 | 39 | 36 | 1205  | 955   | 940   |    | 188  | Position being watched.                    |
| 9                     | Balarampur       | . | . | . | 27 | 23 | 22 | 935   | 840   | 785   |    | 140  | Pilgrim Centre. Position being watched.    |
| 10                    | Nowgarh          | . | . | . | 24 | 27 | 26 | 1235  | 1305  | 1003  | 2  | 195  | Pilgrim Centre. Position being watched.    |
| 11                    | Basti            | . | . | . | 31 | 54 | 68 | 1930  | 1940  | 2440  |    | 266  |  |
| 12                    | Deoria Sadar.    | . | . | . | 64 | 67 | 65 | 4591  | 4749  | 5625  |    | 1080 |  |
| 13                    | Mau Junction.    | . | . | . | .. | .. | .. | ..    | ..    | ..    |    | ..   | Operated from Jan. 76.                     |
| 14                    | Allahabad City   | . | . | . | 61 | 59 | 67 | 2199  | 2281  | 2430  |    | 480  |  |

|    |                |   |   |   |   |    |    |     |      |      |      |    |                             |
|----|----------------|---|---|---|---|----|----|-----|------|------|------|----|-----------------------------|
| 15 | Ballia         | . | . | . | . | 45 | 50 | 67  | 1840 | 1655 | 2085 | 21 | 416                         |
| 16 | Sonpur         | . | . | . | . | 61 | 57 | 65  | 1357 | 508  | 1491 | 13 | 283                         |
| 17 | Mahendraghat   | . | . | . | . | 55 | 53 | 60  | 2958 | 3136 | 2044 | 34 | 167                         |
| 18 | Muzaffarpur    | . | . | . | . | 78 | 75 | 72  | 7072 | 4668 | 6558 | .. | 1102                        |
| 19 | Samastipur     | . | . | . | . | 40 | 58 | 57  | 2104 | 2231 | 2369 | 94 | 410                         |
| 20 | Darbhanga      | . | . | . | . | 36 | 36 | 36  | 3511 | 3370 | 3389 | .. | 541 Position being watched. |
| 21 | Laheria Sarai  | . | . | . | . | 20 | 19 | 14  | 1056 | 844  | 760  | 49 | 119 Do.                     |
| 22 | Raxaul         | . | . | . | . | 61 | 58 | 74  | 8046 | 7410 | 7833 | .. | 1272                        |
| 23 | Motihari       | . | . | . | . | 54 | 42 | 50  | 4053 | 3586 | 3746 | 24 | 268                         |
| 24 | Narkatiaganj   | . | . | . | . | 67 | 37 | 54  | 2522 | 2708 | 2638 | 75 | 789                         |
| 25 | Jayanagar      | . | . | . | . | 50 | 53 | 76  | 1266 | 1358 | 1606 | .. | 280                         |
| 26 | Nirmali        | . | . | . | . | 51 | 50 | 53  | 1122 | 1172 | 1158 | .. | 208                         |
| 27 | Bettiah        | . | . | . | . | 67 | 67 | 60  | 1642 | 1494 | 1586 | 9  | 301                         |
| 28 | Madhubani      | . | . | . | . | 33 | 16 | 80  | 668  | 368  | 1244 | .. | 551                         |
| 29 | Saharsa        | . | . | . | . | .. | 37 | 37  | ..   | 3512 | 4296 | 10 | 637 Position being watched. |
| 30 | Jhanjarpur     | . | . | . | . | .. | .. | ..  | ..   | ..   | ..   | .. | Operated from Dec. 75.      |
| 31 | Siwan Junction | . | . | . | . | .. | .. | ..  | ..   | ..   | ..   | .. | Operated from Jan. 76.      |
| 32 | Supaul         | . | . | . | . | .. | .. | ..  | ..   | ..   | 1300 | .. | 110 Operated from July 75.  |
| 33 | Barauni Jun.   | . | . | . | . | 87 | 80 | 100 | 8120 | 8660 | 8645 | 42 | 2131                        |

## N.F. RAILWAY

| 1            | 2                    | 3 | 4 | 5  | 6   | 7  | 8     | 9     | 10    | 11  |                     |
|--------------|----------------------|---|---|----|-----|----|-------|-------|-------|-----|---------------------|
| N.F. RAILWAY |                      |   |   |    |     |    |       |       |       |     |                     |
| 1            | Gauhati              | . | . | 77 | 111 | 97 | 26144 | 33024 | 45672 | 417 | 357                 |
| 2            | Katihar              | . | . | 50 | 64  | 78 | 5154  | 4728  | 4774  | 39  | 170                 |
| 3            | Tinsukhia            | . | . | 63 | 60  | 77 | 8286  | 9233  | 10276 | 145 | 244                 |
| 4            | Siliguri             | . | . | 81 | 47  | 71 | 3216  | 1884  | 1512  | 200 | 54                  |
| 5            | Lumding              | . | . | 71 | 67  | 69 | 13278 | 14084 | 14082 | 52  | 223                 |
| 6            | Dimapur              | . | . | 48 | 43  | 45 | 3535  | 3205  | 3295  | 60  | 164                 |
| 7            | New Jalpaiguri       | . | . | 48 | 55  | 65 | 3185  | 2820  | 3340  | 227 | 171                 |
| 8            | Jalukbari (Kamakhya) | . | . | 50 | 56  | 67 | 2393  | 2393  | 3260  | 48  | 163                 |
| 9            | Dibrugarh Town       | . | . | 13 | 18  | 22 | 488   | 476   | 966   | 29  | 119                 |
| 10           | Kishanganj]          | . | . | 44 | 42  | 50 | 1036  | 1032  | 1108  | 36  | 138                 |
| 11           | Alipurduar]          | . | . | 80 | 67  | 83 | 736   | 628   | 844   | 45  | 105                 |
| 12           | Forbiganj            | . | . | 25 | 15  | 48 | 316   | 168   | 1308  | ..  | 82                  |
| 13           | Malda Town           | . | . | 52 | 45  | 57 | 1408  | 1300  | 1640  | 3   | 205                 |
| 14           | Silchar              | . | . | 29 | 25  | 40 | 756   | 788   | 1024  | 14  | 128                 |
| 15           | Tejpur <sup>1</sup>  | . | . | .. | ..  | .. | ..    | ..    | ..    | ..  | ..                  |
| 16           | Mariani              | . | . | 37 | 81  | 63 | 439   | 476   | 872   | 49  | 109                 |
| 17           | Dharamnagar          | . | . | 16 | 19  | 44 | 480   | 352   | 742   | 138 | 186                 |
|              |                      |   |   |    |     |    |       |       |       |     | Position improving. |

Position improving.

Position improving.

Position improving.

Position improving.

|                  |                |   |   |   |     |     |       |       |       |     |      |  |
|------------------|----------------|---|---|---|-----|-----|-------|-------|-------|-----|------|--|
| 18               | Karimganj]     | . | . | . | 24  | 12  | ..    | 200   | 408   | 17  | 47   | Opened on 12-1-74.<br>Position improving.  |
| 19               | Barpeta Road   | . | . | . | ..  | 48  | ..    |       | 772   | 12  | 172  |  |
| 20               | Badarpur ]     | . | . | . | ..  | 46  |       |       | 716   | 145 | 179  |  |
| SOUTHERN RAILWAY |                |   |   |   |     |     |       |       |       |     |      |  |
| 1                | Bangalore City | . | . | . | 100 | 100 | 54973 | 52669 | 55244 | 752 | 8774 |  |
| 2                | Calicut .      | . | . | . | 55  | 58  | 12484 | 12702 | 18688 | Nil | 2102 |  |
| 3                | Cannanore .    | . | . | . | 55  | 54  | 2613  | 2276  | 2867  | 144 | 613  |  |
| 4                | Chengalpattu   |   |   |   | 48  | 55  | 1041  | 1446  | 1417  | 237 | 475  |  |
| 5                | Chidambaram]]  | . |   |   | 36  | 50  | 1817  | 1250  | 816   | 1   | 182  |  |
| 6                | Coimbatore     | . | . | . | 92  | 99  | 11713 | 11330 | 14817 | 195 | 1611 |  |
| 7                | Devangere .    | . | . | . | 56  | 46  | 1671  | 1366  | 1821  | 213 | 453  |  |
| 8                | Ernakulam ]    | . | . | . | 65  | 81  | 8703  | 18493 | 22592 | Nil | 1835 |  |
| 9                | Erode .        | . | . | . | 50  | 55  | 9731  | 9818  | 12178 | Nil | 1971 |  |
| 10               | Gooty .        | . | . | . | 15  | 16  | 645   | 714   | 794   | 306 | 241  | Retiring room will<br>be converted into<br>Rest House after<br>consulting DRUGG. |
| 11               | Gudur .        | . | . | . | 53  | 60  | 1808  | 3504  | 4088  | 289 | 477  |  |
| 12               | Guntakal       | . | . | . | 80  | 80  | 8335  | 8335  | 8662  | Nil | 1234 |  |
| 13               | Hassan .       | . | . | . | 25  | 22  | 258   | 246   | 372   | Nil | 120  | Position will improve<br>after opening of<br>Hassan-Mangalore<br>line.           |

| 1  | 2                         | 3   | 4   | 5   | 6     | 7     | 8     | 9    | 10   | 11   |
|----|---------------------------|-----|-----|-----|-------|-------|-------|------|------|--|
| 14 | Jolarpettai . . . . .     | 53  | 58  | 62  | 872   | 944   | 1258  | 226  | 226  |  |
| 15 | Kadur . . . . .           | 10  | 6   | 14  | 87    | 60    | 132   | 8    | 44   | Position is expected to improve after the new National highway between Mangalore and Bombay. |
| 16 | Kodaikanal Road . . . . . | 15  | 12  | 20  | 2172  | 1415  | 246   | 109  | 329  | Seasonal traffic Hill Station.   |
| 17 | Kottayam . . . . .        | 85  | 100 | 100 | 1476  | 1296  | 1460  | 365  | 1095 |  |
| 18 | Kumbakonam . . . . .      | 35  | 40  | 45  | 2274  | 2159  | 2401  | 11   | 534  |  |
| 19 | Lovdale . . . . .         | 10  | 10  | 10  | 434   | 325   | 373   |      | 109  | Seasonal traffic Hill Station.   |
| 20 | Madras Central . . . . .  | 100 | 100 | 100 | 53305 | 54283 | 53541 | ..   | 8030 |  |
| 21 | Madras Egmore . . . . .   | 96  | 98  | 99  | 33466 | 31194 | 37144 | 2529 | 4693 |  |
| 22 | Madurai Jn. . . . .       | 80  | 73  | 77  | 29322 | 31741 | 33157 | 702  | 2108 |  |
| 23 | Mangalore . . . . .       | 60  | 63  | 70  | 3578  | 4634  | 6817  | 118  | 1022 |  |
| 24 | Metupalaiyam . . . . .    | 10  | 10  | 10  | 228   | 211   | 260   |      | 73   | It is proposed to close down after consulting DRUCC.   |
| 25 | Mysore ] . . . . .        | 60  | 48  | 50  | 11067 | 9322  | 10149 | 323  | 1507 |  |
| 26 | Nagapattinam . . . . .    | 68  | 50  | 52  | 4000  | 3091  | 3498  | 264  | 875  |  |

|    |                              |    |    |    |       |       |       |      |   |
|----|------------------------------|----|----|----|-------|-------|-------|------|---|
| 27 | Ootacamund . . . . .         | 20 | 22 | 36 | 3731  | 3986  | 7386  | 1051 | Hill station. Occupancy ratio increasing.         |
| 28 | Palni . . . . .              | .. | 15 | 21 | ..    | 1058  | 1476  | 383  | 1150  |
| 29 | Podanur . . . . .            | 10 | 7  | 5  | 282   | 160   | 162   | ..   | 36 Being converted into Rest House.               |
| 30 | Pondicherry . . . . .        | 22 | 20 | 40 | 2092  | 1889  | 3444  | 111  | Occupancy ratio improving.                        |
| 31 | Quilon . . . . .             | 60 | 84 | 80 | 3993  | 3393  | 3946  | 410  | 1232  |
| 32 | Rameswaram . . . . .         | 60 | 80 | 90 | 4396  | 7460  | 10965 | 904  | 2709  |
| 33 | Renigunta . . . . .          | 70 | 75 | 52 | 2365  | 2704  | 4984  | 581  | 725   |
| 34 | Sagar Jambagaru . . . . .    | 20 | 7  | 15 | 452   | 454   | 610   | 8    | 188 Alternative use being considered.             |
| 35 | Salem Jn. . . . .            | 49 | 49 | 50 | 4463  | 4419  | 5673  | 36   | 1095  |
| 36 | Thanjavur . . . . .          | 41 | 40 | 45 | 10635 | 10365 | 12787 | 15   | 1930  |
| 37 | Tiruvavur . . . . .          | 28 | 20 | 22 | 1210  | 870   | 1182  | 25   | 296 Junction station. Position being watched      |
| 38 | Tirunelveli . . . . .        | 25 | 21 | 34 | 1155  | 980   | 1595  | 155  | 466 Occupancy ratio improving.                    |
| 39 | Tiruchchirapalli . . . . .   | 63 | 62 | 68 | 35100 | 33351 | 38764 | 95   | 4869  |
| 40 | Trichur . . . . .            | 37 | 35 | 30 | 5098  | 4098  | 6026  | 156  | 637 It is a pilgrim centre & watch is being kept. |
| 41 | Trivandrum Central . . . . . | 90 | 90 | 95 | 21234 | 22154 | 21492 | 856  | 2593  |



| 1             | 2                             | 3  | 4  | 5  | 6     | 7     | 8     | 9   | 10   | 11                              |
|---------------|-------------------------------|----|----|----|-------|-------|-------|-----|------|---------------------------------|
| 42            | Tuticorin . . . . .           | 25 | 30 | 42 | 1032  | 1260  | 1408  | 115 | 344  |                                 |
| 43            | Villupuram . . . . .          | 57 | 45 | 46 | 697   | 846   | 1023  | 80  | 256  |                                 |
| 44            | Virudhunagar . . . . .        | 44 | 46 | 50 | 5521  | 5730  | 5980  | 45  | 137  |                                 |
| S. C. RAILWAY |                               |    |    |    |       |       |       |     |      |                                 |
| 1             | Secunderabad . . . . .        | 51 | 61 | 66 | 9710  | 11215 | 13244 | 760 | 1646 |                                 |
| 2             | Aurangabad . . . . .          | 44 | 55 | 53 | 3396  | 3221  | 3980  | 71  | 505  |                                 |
| 3             | Kacheguda (opened on 1-3-74). | 13 | 21 | 30 | 59    | 679   | 685   | 83  | 27   | Position improving.<br>Pilgrim. |
| 4             | Nanded . . . . .              | 29 | 26 | 26 | 1570  | 1392  | 1492  | 39  | 242  |                                 |
| 5             | Kazipet . . . . .             | 82 | 74 | 76 | 3503  | 3501  | 4734  | 321 | 827  |                                 |
| 6             | Kurnool Town . . . . .        | 19 | 31 | 37 | 796   | 415   | 656   | 63  | 208  | Position improving.             |
| 7             | Vijayawada . . . . .          | 70 | 76 | 80 | 78624 | 84240 | 89856 | 127 | 8661 |                                 |
| 8             | Guntur . . . . .              | 68 | 69 | 70 | 10587 | 10600 | 12176 | 38  | 2006 |                                 |
| 9             | Tenali . . . . .              | 52 | 54 | 51 | 5616  | 5832  | 6156  | 18  | 1230 |                                 |
| 10            | Ongole . . . . .              | 44 | 48 | 50 | 3322  | 3629  | 3786  | 6   | 541  |                                 |
| 11            | Eluru . . . . .               | 41 | 44 | 48 | ..    | 3322  | 3629  | 5   | 345  | Opened on 2-12-74.              |
| 12            | Kakinada Town . . . . .       | 42 | 44 | 46 | ..    | 4752  | 4968  | 25  | 311  | Opened on 11-11-74.             |
| 13            | Rajahmundry . . . . .         | 43 | 45 | 47 | 4024  | 4212  | 4399  | 30  | 656  |                                 |
| 14            | Hubli . . . . .               | 56 | 70 | 74 | 5726  | 6813  | 8853  | 210 | 1672 |                                 |

|    |          |   |    |    |    |                         |      |      |     |      |   |
|----|----------|---|----|----|----|-------------------------|------|------|-----|------|---|
| 15 | Belgaum  | . | 23 | 20 | 30 | 1345                    | 896  | 1432 | 60  | 271  | Position improving.                     |
| 16 | Kolhapur | . | 13 | 28 | 38 | 596                     | 957  | 1602 | 56  | 359  | Do.                                     |
| 17 | Bijapur  | . | 27 | 33 | 32 | 447                     | 390  | 637  | 43  | 190  | Historical place Position improving.    |
| 18 | Hospet   | . | 39 | 35 | 39 | 1314                    | 1343 | 1755 | 141 | 432  |   |
| 19 | Bellary  | . | 46 | 42 | 48 | 1456                    | 1590 | 2054 | 536 | 625  |   |
| 20 | Miraj    | . | .. | 59 | 62 | Opened<br>en<br>26-4-74 | 1460 | 1680 | 71  | 385  |   |
| 21 | Madgaon  | . | .. | 24 | 27 | ..                      | 860  | 978  | 1   | 198  | Position improving<br>Opened on 14-5-74 |
| 22 | Sholapur | . | 61 | 67 | 80 | 56                      | 6060 | 7839 | 137 | 1317 |   |
| 23 | Gulbarga | . | 28 | 24 | 28 | 51                      | 502  | 768  | 62  | 144  | Position improving.                     |

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## SOUTH EASTERN RAILWAY

|   |             |   |    |    |    |       |       |       |     |      |  |
|---|-------------|---|----|----|----|-------|-------|-------|-----|------|--|
| 1 | Kharagpur   | . | 95 | 90 | 88 | 8301  | 7900  | 11133 | 74  | 2174 |  |
| 2 | Tatanagar   | . | 95 | 98 | 93 | 31212 | 43052 | 50112 | 183 | 5927 |  |
| 3 | Bhubaneswar | . | 82 | 91 | 98 | 25597 | 25048 | 27432 | ..  | 2146 |  |
| 4 | Jharsuguda  | . | 64 | 67 | 55 | 4776  | 5676  | 4676  | ..  | 1004 |  |
| 5 | Raipur      | . | 60 | 75 | 75 | 8679  | 6788  | 11678 | ..  | 1643 |  |
| 6 | Durg        | . | 70 | 73 | 72 | 11285 | 11135 | 14481 | ..  | 1840 |  |
| 7 | Puri        | . | 52 | 49 | 47 | 3350  | 3665  | 4261  | 25  | 661  |  |
| 8 | Adra        | . | 58 | 50 | 71 | 2135  | 1892  | 2087  | ..  | 518  |  |

| I               | 2                    | 3  | 4  | 5  | 6     | 7     | 8     | 9  | 10   | 11                  |
|-----------------|----------------------|----|----|----|-------|-------|-------|----|------|---------------------|
| 9               | Cuttack .            | 77 | 75 | 71 | 6780  | 6388  | 6650  | 19 | 758  |                     |
| 10              | Chakradharpur .      | 78 | 80 | 68 | 5346  | 4606  | 6952  | 17 | 479  |                     |
| 11              | Berhampur (Ganjam) . | 48 | 50 | 65 | 1695  | 1630  | 2460  | 6  | 469  |                     |
| 12              | Bilaspur.            | 80 | 81 | 83 | 2850  | 2874  | 3078  | .. | 666  |                     |
| 13              | Waltair              | 57 | 42 | 66 | 4954  | 4621  | 6234  | 46 | 1399 |                     |
| 14              | Rourkela             | 86 | 85 | 83 | 12678 | 12552 | 16896 |    | 2121 |                     |
| 15              | Ranchi .             | 35 | 35 | 56 | 1875  | 1865  | 3564  |    | 613  |                     |
| 16              | Amlai .              | 6  | 8  | 19 | 210   | 353   | 690   | .. | 199  | Position improving. |
| 17              | Balasore             | 62 | 61 | 85 | 1670  | 2625  | 2223  | 24 | 597  |                     |
| 18              | Vijianagram .        | 62 | 74 | 88 | 1469  | 2395  | 3352  | 69 | 1216 |                     |
| 19              | Burnpur              | 14 | 9  | 18 | 785   | 540   | 759   |    | 263  |                     |
| 20              | Gondia .             | .. | .. | 25 | ..    | ..    | 3180  | .. | 511  | Opened on 24-3-75.  |
| 21              | Khurd Road .         | 45 | 50 | 51 | 1362  | 1290  | 2044  | .. | 1303 |                     |
| WESTERN RAILWAY |                      |    |    |    |       |       |       |    |      |                     |
| 1               | Ahmedabad .          | 84 | 95 | 84 | 63079 | 49128 | 52060 | 18 | 3226 |                     |
| 2               | Abu Road .           | 59 | 63 | 64 | 5167  | 5874  | 603   | 30 | 335  |                     |
| 3               | Agra Fort            | 80 | 72 | 74 | 11604 | 13443 | 17702 |    | 332  |                     |
| 4               | Ajmer .              | 69 | 80 | 87 | 2879  | 3330  | 3700  | 10 | 1627 |                     |

|    |                |    |    |       |       |       |                                   |
|----|----------------|----|----|-------|-------|-------|-----------------------------------|
| 5  | Vadodara       | 80 | 80 | 26054 | 30528 | 31434 | 2920                              |
| 6  | Bharatpur      | 75 | 84 | 8446  | 8972  | 9042  | 359                               |
| 7  | Bombay Central | 96 | 93 | 51880 | 47180 | 51460 | 50                                |
| 8  | Bhavanagar T.  | 41 | 42 | 5555  | 5649  | 6096  | 80                                |
| 9  | Chittaurgarh   | 65 | 65 | 12603 | 13261 | 15232 | 17                                |
| 10 | Dwarka         | 18 | 20 | 3855  | 4887  | 5483  | 1420                              |
| 11 | Gandhidham     | 70 | 70 | 14412 | 8565  | 16815 | Pilgrim Centre.                   |
| 12 | Gondal         | 15 | 24 | 321   | 519   | 384   | 3577                              |
| 13 | Indore         | 80 | 72 | 7873  | 7176  | 6416  | 108                               |
| 14 | Jaipur         | 76 | 60 | 74004 | 79116 | 91484 | Alternative use being considered. |
| 15 | Jamnagar       | 34 | 33 | 1861  | 2085  | 2317  | 278                               |
| 16 | Juragarh       | 42 | 48 | 3583  | 4106  | 5892  | 2305                              |
| 17 | Kota           | 64 | 66 | 17745 | 17155 | 20389 | 361                               |
| 18 | Mehsana        | 70 | 68 | 3842  | 4077  | 5032  | Alternative use being considered. |
| 19 | Morvi          | 30 | 28 | 1629  | 1611  | 1199  | 49                                |
| 20 | Porbandar      | 20 | 22 | 1129  | 987   | 1026  | 327                               |
| 21 | Rajkot         | 34 | 34 | 6520  | 7031  | 7984  | 917                               |
| 22 | Ratlam         | 92 | 90 | 11081 | 10814 | 11520 | 312                               |
| 23 | Swai Madhepur  | 77 | 68 | 10942 | 13450 | 12509 | Alternative use being considered. |
|    |                |    |    |       |       |       | Do.                               |
|    |                |    |    |       |       |       | 342                               |
|    |                |    |    |       |       |       | 836                               |
|    |                |    |    |       |       |       | Position being watched.           |
|    |                |    |    |       |       |       | 1733                              |
|    |                |    |    |       |       |       | 266                               |

|    | 1 | 2             | 3  | 4  | 5   | 6     | 7     | 8     | 9  | 10   | 11                                |
|----|---|---------------|----|----|-----|-------|-------|-------|----|------|-----------------------------------|
| 24 |   | Surat .       | 75 | 75 | 78  | 29890 | 30191 | 35728 |    | 5104 |                                   |
| 25 |   | Surendranagar |    |    | 13  |       |       | 531   | 25 | 70   | Alternative use being considered. |
| 26 |   | Ujjain .      | 31 | 35 | 52  | 3626  | 3751  | 5639  | 24 | 325  |                                   |
| 27 |   | Veraval       | 56 | 84 | 68  | 3911  | 5979  | 6494  | 24 | 1992 |                                   |
| 28 |   | Godhra        | 60 | 50 | 55  | 2432  | 1846  | 2035  | .. | 466  |                                   |
| 29 |   | Alwar .       | 78 | 57 | 100 | 1181  | 847   | 1561  | 8  | 283  |                                   |
| 30 |   | Palanpur      | 45 | 44 | 47  | 4303  | 4420  | 4470  |    | 449  |                                   |
| 31 |   | Valsad .      | 25 | 45 | 66  | 247   | 383   | 562   | 5  | 927  |                                   |
| 32 |   | Dhoraji       | 4  | 5  | 6   | 165   | 198   | 138   |    | 46   | Converted into Staff Quarter.     |
| 33 |   | Bhuj .        | 4  | 5  | 13  | 116   | 158   | 475   | 1  | 95   | Alternative use being considered. |

## APPENDIX VI

(Vide para 8.23)

Copy of letter No. 64/TGIV/140/18 dated 22-3-1966 from Ministry of Railways (Railway Board), New Delhi addressed to All Indian Railways.

**SUBJECT:—Retiring Rooms at Stations—design of furniture and equipments.**

The Board have decided that the following furniture and equipments should be provided as the minimum standard for the retiring rooms at stations:—

| Sl. No. | Description Main Room   | Number Required          |                          |
|---------|---|--------------------------|--------------------------|
|         |   | Single-bed Retiring Room | Double-bed Retiring Room |
| 1.      | Bed (Wooden or Steel with dunlopillow mattress and mosquito curtain fittings) | 1                        | 2                        |
| 2.      | Sofa  | 1                        | 2                        |
| 3.      | Wall Mirror (with hooks)  | 1                        | 1                        |
| 4.      | Chair (wooden seated)   | 1                        | 2                        |
| 5.      | Chair (Cane seated)   | 1                        | 2                        |
| 6.      | Centre Table  | 1                        | 1                        |
| 7.      | Luggage Rack  | 1                        | 2                        |
| 8.      | Bedside Table   | 1                        | 2                        |
| 9.      | Wardrobe  | 1                        | 2*                       |

\*The occupier of each bed should be able to have a separate wardrobe or portion of wardrobe separately lockable.

### Bath

|    |             |   |
|----|-------------|---|
| 1. | Mirror      | 1 |
| 2. | Stool       | 1 |
| 3. | Lota        | 1 |
| 4. | Bucket      | 1 |
| 5. | Towel stand | 1 |

2. The Board further desire that when the beds in a double-bed retiring room are occupied by two separate individuals, it would be advantageous if a portable screen is made available to provide some privacy.

3. The standard of furniture mentioned above is only the minimum that should be provided and there is no objection to additional items and of more modern type being provided at bigger stations, where the charges levied are also higher.

4. The receipt of this letter may be acknowledged.

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## APPENDIX XII

(Vide para 8-34)

*Statement Showing Dormitory Type Retiring Rooms on Railways*

| Railway | Sl. No. | Name of the Station. | No. of Dormitories |             | Charges per bed for 24 hrs. or part thereof | Remarks              |
|---------|---------|----------------------|--------------------|-------------|---|----------------------|
|         |         |                      | No. of Rooms       | No. of beds |   |                      |
| 1       | 2       | 3                    | 4                  | 5           | 6   | 7                    |
| E.      | 1       | Howrah               | 1                  | 6           | Rs. 7/-                                     | Rs. 8 beyond 24 hrs. |
|         | 2       | Patna Jn.            | 1                  | 10          | 7/-   | Do.                  |
|         | 3       | Dhanbad              | 1                  | 6           | 7/-   | Do.                  |
|         | 4       | Chittaranjan.        | 1                  | 6           | 5/-   |                      |
|         | 5       | Mughalsarai          | 1                  | 4           | 5/-   |                      |
|         | 6       | Madhupur             | 1                  | 4           | 4/-   |                      |
|         | 7       | Patna Sahib          | 1                  | 4           | 4/-   |                      |
|         | 8       | Ara                  | 1                  | 6           | 4/-   |                      |
|         | 9       | Rajgir               | 1                  | 6           | 3/-   |                      |
|         | 10      | Baxur                | 1                  | 4           | 4/-   |                      |
| NE      | 1       | Kathgodam            | 1                  | 6           |   |                      |
|         | 2       | Lucknow              | 4                  | 19          |   |                      |
|         | 3       | Gonda                | 1                  | 4           |   |                      |
|         | 4       | Gorakhpur            | 1                  | 8           |   |                      |
|         | 5       | Chupra               | 1                  | 4           |   |                      |
|         | 6       | Barauni Jn.          | 1                  | 6           |   |                      |
|         | 7       | Muzaffarpur          | 1                  | 6           |   |                      |
|         | 8       | Samastipur           | 1                  | 4           |   |                      |
|         | 9       | Raxaul               | 1                  | 4           |   |                      |



|      |    | 1                    | 2 | 3  | 4  | 5                       | 6   | 7   |
|------|----|----------------------|---|----|----|-------------------------|---|-----|
|      |    |                      |   |    |    |                         |   | Rs. |
| N.F. | 1  | Gauhati              | . | 2  | 8  | 5/-                     |   |     |
|      | 2  | Katihar              | . | 1  | 4  | 4/-                     |   |     |
|      | 3  | New Jalpaiguri       | . | 1  | 6  | 2/-                     |   |     |
| S.   | 1  | Bangalore City       |   | 1  | 14 | 4/-                     |   |     |
|      | 2  | Ootakamund           | . | 1  | 8  | 4/-                     |   |     |
|      | 3  | Rameswaram           | . | 1  | 7  | 2/-                     |   |     |
|      | 4  | Palni                | . | 1  | 8  | 2/-                     |   |     |
|      | 5  | Madurai              |   | 1  | 3  | 4/-                     |   |     |
| SC   | 1  | Vijayawada           | . | 1  | 8  | 2/-                     |   |     |
| S.E. | 1  | Kharagpur            |   | 1  | 4  | 3/-                     |   |     |
|      | 2  | Tatanagar            | . | 1  | 12 | 3/-                     |   |     |
|      | 3  | Bhubaneswar          |   | 1  | 10 | 3/-                     |   |     |
|      | 4  | Durg                 | . | 1  | 8  | 3/-                     |   |     |
|      | 5  | Puri                 | . | 1  | 4  | 3/-                     |   |     |
|      | 6  | Chakradharpur        | . | 1  | 4  | 3/-                     |   |     |
|      | 7  | Behrampur            | . | 1  | 4  | 3/-                     |   |     |
|      | 8  | Waltair              | . | 1  | 4  | 4/-                     |   |     |
|      | 9  | Rourkela             | . | 1  | 12 | 3/-                     |   |     |
|      | 10 | Khurda Road          | . | 1  | 4  | 3/-                     |   |     |
|      | 11 | Bhadrak              |   | 1  | 4  | 3/-                     |   |     |
|      | 12 | Talcher              | . | 1  | 3  | 3/-                     |   |     |
|      | 13 | Jajpur-Keonjhar Road | . | 1  | 4  | 3/-                     |   |     |
|      | 14 | Vishnupur            | . | 1  | 4  | 3/-                     |   |     |
| C.R. | 1  | Agra Cantt.          | . | 1  | 10 | 6/-                     |   |     |
|      | 2  | Bhopal.              |   | 1  | 8  | 6/-                     |   |     |
| N.   | 1  | Delhi                | . | 10 | 56 | 5/-@<br>7/50*           | @for 8 bedded<br>*for 4 bedded                      |     |
|      | 2  | N. Delhi             | . | 6  | 25 | 10/-†<br>5/-**<br>7/50‡ | †for Delux Room<br>**for 10 bedded<br>‡for 3 bedded |     |
|      | 3  | Lucknow              |   | 2  | 17 | 5/-<br>7/50@@@          | 4<br>@@@for Deluxe<br>room                          |     |
|      | 4  | Vzranasi             | . | 1  | 8  | 5/-                     |   |     |

| 1  | 2 | 3                  | 4 | 5  | 6    | 7 |
|----|---|--------------------|---|----|------|---|
|    |   |                    |   |    | Rs.  |   |
|    | 5 | Kanpur . . .       | 3 | 30 | 5/-  |   |
|    | 6 | Allahabad . . .    | 1 | 10 | 5/-  |   |
|    | 7 | Dehradun . . .     | 1 | 4  | 2.50 |   |
|    | 8 | Faizabad . . .     | 1 | 5  | 2.50 |   |
| W. | 1 | Ahmedabad . . .    | 2 | 16 | 6/-  |   |
|    | 2 | Dwarka . . .       | 1 | 10 | 2/-  |   |
|    | 3 | Jaipur . . .       | 1 | 12 | 3.50 |   |
|    | 4 | Junagadh . . .     | 1 | 4  | 3/-  |   |
|    | 5 | Udaipur City . . . | 1 | 10 | 3/-  |   |
|    | 6 | Veraval . . .      | 1 | 4  | 3/-  |   |

# APPENDIX VIII

(Vide para 8. 37)

*Occupancy ratio of Air-Conditioned Retiring Rooms during the last three years and the revenue earned during each year*

| S. No. | Name of Station | Provided with A/C retiring rooms. | Occupancy ratio for the years |         | Percentage | Revenue earned during the years |         |         | Remarks |
|--------|-----------------|-----------------------------------|-------------------------------|---------|------------|---------------------------------|---------|---------|---------|
|        |                 |                                   | 1973-74                       | 1974-75 | 1975-76    | 1973-74                         | 1974-75 | 1975-76 |         |
| 1      | New Delhi       | .                                 | .                             | .       | .          | .                               | .       | .       |         |
| 2      | Kanpur Central  | .                                 | .                             | .       | .          | .                               | .       | .       |         |
| 3      | Amritsar        | .                                 | .                             | .       | .          | .                               | .       | .       |         |
| 4      | Pathankot       | .                                 | .                             | .       | .          | .                               | .       | .       |         |
| 5      | Jammu Tawi      | .                                 | .                             | .       | .          | .                               | .       | .       |         |
| 6      | Agra Cantt.     | .                                 | .                             | .       | .          | .                               | .       | .       |         |
| 7      | Gwalior         | .                                 | .                             | .       | .          | .                               | .       | .       |         |
| 8      | Jalgaon         | .                                 | .                             | .       | .          | .                               | .       | .       |         |
| 9      | Bhopal          | .                                 | .                             | .       | .          | .                               | .       | .       |         |
| 10     | Tatanagar       | .                                 | .                             | .       | .          | .                               | .       | .       |         |
| 11     | Rourkela        | .                                 | .                             | .       | .          | .                               | .       | .       |         |

|                             |    |    |    |                                     |       |                     |
|-----------------------------|----|----|----|-------------------------------------|-------|---------------------|
| 12 Cuttack . . . . .        | 59 | 58 | 57 | 2624                                | 3568  | 4132                |
| 13 Bhubaneswar . . . . .    | 52 | 40 | 52 | 4155                                | 5355  | 5785                |
| 14 Waltair . . . . .        | 28 | 28 | 45 | 3060                                | 5145  | 3570                |
| 15 Vijayawada . . . . .     | 29 | 45 | 40 | 4030                                | 4716  | 3740                |
| 16 Madurai . . . . .        | 50 | 49 | 51 | 5601                                | 5376  | 5661                |
| 17 Tiruchirapalli . . . . . | 45 | 53 | 53 | 4743                                | 5213  | 4880                |
| 18 Ahmedabad . . . . .      | 62 | 78 | 80 | 15456                               | 21290 | 21705               |
| 19 Ajmer . . . . .          | 32 | 36 | 22 | 2550                                | 4860  | 4920                |
| 20 Jaipur . . . . .         |    | 21 | 33 |                                     | 1025  | 2525                |
|                             |    |    |    | Pilgrim centre—<br>Seasonal traffic |       | Position improving. |

# APPENDIX IX

(Vide para 9.23)

Statement showing thefts/ Pilferages of fittings (Zone-wise) during 1973-1976 (upto June)

| Railways                    | Thefts of Electrical / Mechanical fittings at the Stations and in train.—Number of cases registered |       |       |       |       |       |                  |       |
|-----------------------------|---|-------|-------|-------|-------|-------|------------------|-------|
|                             | 1973  |       | 1974  |       | 1975  |       | 1976 (upto June) |       |
|                             | Elec.   | Mech. | Elec. | Mech. | Elec. | Mech. | Elec.            | Mech. |
| Central . . . . .           | 2883  | 241   | 2825  | 269   | 2968  | 131   | 1452             | 33    |
| Eastern . . . . .           | 8268  | 4012  | 5005  | 3824  | 8334  | 3051  | 9316             | 1287  |
| Northern . . . . .          | 12036   | 1575  | 10071 | 1659  | 13576 | 1469  | 6958             | 526   |
| North- Eastern . . . . .    | 880   | 429   | 353   | 532   | 593   | 702   | 253              | 348   |
| Northern Frontier . . . . . | 57  | 144   | 63    | 180   | 67    | 148   | 21               | 70    |
| Southern . . . . .          | 441   | 160   | 371   | 216   | 425   | 163   | 198              | 45    |
| South-Central . . . . .     | 14  | 9     | 8     | 49    | 34    | 45    | 19               | 14    |
| South- Eastern . . . . .    | 1000  | 865   | 1043  | 898   | 1457  | 819   | 675              | 323   |
| Western . . . . .           | 46  | 81    | 66    | 137   | 48    | 103   | 21               | 27    |
| Total . . . . .             | 25625   | 7516  | 19805 | 7791  | 27512 | 6631  | 18913            | 2673  |

*Statement showing thefts/pilferages of fittings (Zone-wise) during 1973-1976 (upto June)*

| Railway              | Value of Stolen materials |        |        |        |        |        |                  |        |  |  |  |  |
|----------------------|---------------------------|--------|--------|--------|--------|--------|------------------|--------|--|--|--|--|
|                      | 1973                      |        | 1974   |        | 1975   |        | 1976 (upto June) |        |  |  |  |  |
|                      | Elec.                     | Mech.  | Elec.  | Mech.  | Elec.  | Mech.  | Elec.            | Mech.  |  |  |  |  |
| Central .            | 149799                    | 24250  | 198717 | 66179  | 248702 | 42513  | 116710           | 10535  |  |  |  |  |
| Eastern .            | 702313                    | 393457 | 874124 | 362277 | 603617 | 358628 | 322551           | 145325 |  |  |  |  |
| Northern .           | 503574                    | 225060 | 573040 | 400231 | 742281 | 232652 | 332110           | 82013  |  |  |  |  |
| North-Eastern .      | 263572                    | 62924  | 301430 | 84031  | 396468 | 137585 | 98261            | 67347  |  |  |  |  |
| Northeast Frontier . | 36041                     | 115566 | 57072  | 117247 | 54256  | 54598  | 12524            | 21418  |  |  |  |  |
| Southern .           | 34070                     | 7216   | 105549 | 29187  | 147598 | 20246  | 20734            | 3924   |  |  |  |  |
| South-Central .      | 8880                      | 2118   | 10424  | 14347  | 26418  | 99023  | 15878            | 2563   |  |  |  |  |
| South-Eastern .      | 104695                    | 95823  | 262036 | 124346 | 372296 | 122266 | 77627            | 37199  |  |  |  |  |
| Western .            | 31440                     | 15872  | 49647  | 27671  | 22287  | 25206  | 3929             | 9120   |  |  |  |  |

Statement showing thefts / pilferages of fittings (zonewise) during 1973-76 (upto June)

| Railway              | Value of recovered materials |       |        |        |        |       |                  |       |
|----------------------|------------------------------|-------|--------|--------|--------|-------|------------------|-------|
|                      | 1973                         |       | 1974   |        | 1975   |       | 1976 (upto June) |       |
|                      | Elec.                        | Mech. | Elec.  | Mech.  | Elec.  | Mech. | Elec.            | Mech. |
| Central .            | 14416                        | 719   | 20629  | 739    | 17937  | 323   | 14458            | 10    |
| Eastern .            | 303385                       | 19166 | 236776 | 20531  | 40274  | 11753 | 2740             | 4736  |
| Northern .           | 37579                        | 35767 | 70824  | 137213 | 59925  | 33790 | 27882            | 12942 |
| North- Eastern .     | 23376                        | 2867  | 18924  | 38     | 4016   | 469   | 2108             | 1165  |
| Northeast Frontier . | 2601                         | 1569  | 11622  | 1348   | 6650   | 4580  | 1400             | 945   |
| Southern .           | 1655                         | 967   | 2096   | 2370   | 145    | 325   | 15               | 200   |
| South-Central ] .    | ..                           | ..    | 210    | 185    | 1515   | 150   |                  |       |
| South Eastern .      | 13788                        | 2337  | 73402  | 17024  | 94570  | 15024 | 20592            | 2420  |
| Western .            | 2715                         | 3025  | 15025  | 280    | 1360   | 4395  |                  | 460   |
| TOTAL .              | 399509                       | 51838 | 449508 | 175666 | 226392 | 70809 | 69195            | 22878 |

# APPENDIX X

(Vide para 10-34)

Statement showing the menu and price for packed meals on Railways

| Railway             | Menu  | Price                        | Menu  | Price                            |
|---------------------|---|------------------------------|---|----------------------------------|
| Northern            | 6 poories = 150 gms.<br>Potato<br>Bhujjia = 100 "<br>Pickle 5 "<br>One piece of Sweet = 25 "  | Rs. 1.25                     | 6 poories = 150 gms.<br>Potato<br>Bhujjia = 100 "<br>Pickle 5 "   | Rs. 1.00                         |
| Central             | 8 poories = 160 gms.<br>Potato<br>Sukhi Bhajji = 75 "<br>Pickle = 10 "<br><br>Rice = 100 gms.<br>5 Puries = 75 "<br>Potato<br>Sukhi<br>Bhajji = 100 "<br>Dal = 100 "<br>Pickle = 10 " | Rs. 1.00<br><br><br>Rs. 1.25 | Pangal Rice/<br>Rewa Medu<br>wara with dry<br>Chutney<br>Janghree/<br>Jilabi  | Rs. 1.75                         |
| North-east Frontier | 8 poories = 160 gms.<br>Vegetable = 75 "<br>Pickle one  | Rs. 1.00                     |   |                                  |
| Southern            | Sambar/<br>Tamarind<br>bhath = 175 gms.<br>Curd bhath = 175 "<br>Potato Bonda one<br>Potato wafers/<br>chips = 15 "<br>Banana fruit one   | Rs. 1.40                     | Cooked rice 500 gms.<br>Vegetable<br>side dish = 40 "<br>Sambar = 100 "<br>Rasam = 100 "<br>Butter milk = 100 ml.<br>Pickle = 10 gms. | Rs. 1.00<br>Plus<br>sales<br>tax |
| North-Eastern       | 6 poories = 120 gms.<br>Vegetable = 50 "<br>Laddu Motichur<br>one = 25 "<br>Pickle = 10 "   | Rs. 1.00                     |   |                                  |
| Western             | 5 puries = 125 gms.<br>Potato bhaji = 60 "<br>Pickle one<br>Sweets = 20 "   | Rs. 1.00                     |   |                                  |
| Eastern             | 8 puries<br>Vegetable = 75 gms.<br>Pickle = 10 "  | Rs. 1.00                     | Cooked rice = 350 gms.<br>Dal = 120 "<br>Vegetable = 150 "<br>Chutney   | Rs. 1.50                         |



| Railway       | Menu                  | Price    | Menu                  | Price    |
|---------------|-----------------------|----------|-----------------------|----------|
| South-Eastern | 8 puries = 120 gms.   | Re. 1.00 |                       |          |
|               | Vegetable = 75 "      |          |                       |          |
|               | 1 Pickle              |          |                       |          |
| South-Central | Curd Bhath = 150 gms. | Rs. 1.25 | Curd Bhath — 150 gms. | Re. 1.00 |
|               | Tamarind              |          | 4 Poories — 80 "      |          |
|               | Rice = 115 "          |          | Potato                |          |
|               | Sambhar               |          | masala/               |          |
|               | Bhath = 150 "         |          | Vegetable             | 75 "     |
|               | Potato Bonda          |          |                       |          |
|               | one = 30 "            |          |                       |          |
|               | Potato wafer 10 "     |          |                       |          |

# APPENDIX XI

(Vide para 10.77)

*Categorywise Strength of Catering Staff and the Number of such Staff trained so far in the Institute of Catering Technology & Applied Nutrition, Dadar, Bombay and at other places.  
(This is excluding Clerical Staff)*

| Railway         | Category                       | Total Strength | Number trained at Bombay Institute | Number trained at other places | Total trained |
|-----------------|--------------------------------|----------------|------------------------------------|--------------------------------|---------------|
| (1)             | (2)                            | (3)            | (4)                                | (5)                            | (6)           |
| <i>Central</i>  | 1. Chief Catg. Inspector . . . | 1              | 12                                 | 2                              | 14            |
|                 | 2. Sr. Catg. Inspector         | 8              |                                    |                                |               |
|                 | 3. Catering Inspector . . .    | 17             |                                    |                                |               |
|                 | 4. Manager. .                  | 52             | 13                                 | 8                              | 21            |
|                 | 5. Asstt. Manager. .           | 94             | 34                                 | 2                              | 36            |
|                 | 6. Cook/Asstt. Cook            | 167            | 20                                 | 5                              | 45            |
|                 | 7. Bearers . . .               | 161            | ..                                 | 75                             | 75            |
| <i>Eastern</i>  | 1. Chief Catg. Inspector . .   | 7              | 15                                 | ..                             | 15            |
|                 | 2. Catering Inspector          | 15             |                                    |                                |               |
|                 | 3. Train Supdt.                | 1              |                                    |                                |               |
|                 | 4. Catering Manager.           | 53             | 2                                  | ..                             | 2             |
|                 | 5. Cook                        | 84             | 6                                  | 16                             | 22            |
|                 | 6. Khit                        | 163            | ..                                 | 8                              | 8             |
|                 | 7. Khansama                    | 31             | ..                                 | ..                             | ..            |
| <i>Northern</i> | 1. Chief Catg. Inspector . .   | 7              | ..                                 | ..                             | ..            |
|                 | 2. Catg. Inspector . . .       | 4              | ..                                 | ..                             | ..            |
|                 | 3. Unit Manager . . .          | 10             | ..                                 | ..                             | ..            |
|                 | 4. Manager . . .               | 14             | ..                                 | ..                             | ..            |
|                 | 5. Asstt. Manager . . .        | 15             | ..                                 | ..                             | ..            |
|                 | 6. Cooks/Asstt. Cooks          | 92             | ..                                 | 2                              | 2             |
|                 | 7. Waiters                     | 130            | ..                                 | ..                             | ..            |
|                 | 8. Head waiters . . . .        | 13             | ..                                 | ..                             | ..            |

| (1)               | (2)                           | (3) | (4)  | (5) | (6) |
|-------------------|-------------------------------|-----|------|-----|-----|
|                   | 9. Pantrymen.                 | 3   |      | ..  | ..  |
| <i>N. E.</i>      | 1. Chief Catg. Inspector. .   | 1   | ..   | ..  | ..  |
|                   | 2. Catering Inspector. .      | 7   | 3    | ..  | 3   |
|                   | 3. Manager. .                 | 4   | 1    | 1   | 2   |
|                   | 4. Asstt. Manager. .          | 11  | 1    | ..  | 1   |
|                   | 5. Bearer.                    | 15  |      | 11  | 11  |
|                   | 6. Head Cook                  | 1   |      | ..  | ..  |
|                   | 7. Asstt. Cooks. .            | 18  |      | 4   | 4   |
|                   | 8. Asstt. Cooks. . .          | 16  |      |     |     |
| <i>N. F.</i>      | 1. Catering Inspector. .      | 4   | 2    | 1   | 3   |
|                   | 2. Asstt. Manager. .          | 8   | 1    | ..  | 1   |
|                   | 3. Head Cook                  | 2   | 1    | 1   | 2   |
|                   | 4. Asstt. Cook                | 7   | 2    | 3   | 5   |
|                   | 5. Cook. .                    | 3   | 2    |     | 2   |
|                   | 6. Bearer. . . .              | 15  | 12   | 1   | 13  |
| <i>Southern</i>   | 1. Chief Catering Inspector.  | 2   | } 16 |     |     |
|                   | 2. Sr. Catering Inspectors. . | 9   |      |     | 16  |
|                   | 3. Catering Inspectors. .     | 10  |      |     |     |
|                   | 4. Train Supdts. . .          | 10  | ..   |     | ..  |
|                   | 5. Managers. .                | 48  | 10   |     | 10  |
|                   | 6. Asstt. Managers.           | 64  | ..   |     | ..  |
|                   | 7. Chief Cook                 | 1   | } .. |     |     |
|                   | 8. Head Cooks.                | 30  |      |     |     |
|                   | 9. Sr. Cooks.                 | 24  |      | 28  | 28  |
|                   | 10. Cooks.                    | 46  |      |     |     |
|                   | 11. Asstt. Cooks.             | 28  |      |     |     |
|                   | 12. Bearers.                  | 133 |      | 26  | 26  |
| <i>S. C. Rly.</i> | 1. Chief Catg. Inspectors.    | 2   | } 8  |     |     |
|                   | 2. Sr. Catg. Inspectors       | 8   |      |     | 8   |
|                   | 3. Asstt. Catg. Inspectors.   | 21  |      |     |     |
|                   | 4. Catg. Manager .            | 15  | 3    | 1   | 4   |

|                   | (1) | (2)                            | (3) | (4) | (5) | (6) |
|-------------------|-----|--------------------------------|-----|-----|-----|-----|
|                   |     | 5. Asstt. Managers.            | 56  | ..  |     |     |
|                   |     | 6. Head Cook . . .             | 12  | —   | ..  |     |
|                   |     | 7. Cooks. . .                  | 50  | ..  |     |     |
|                   |     | 8. Asstt. Cooks .              | 39  |     |     |     |
|                   |     | 9. Bearers. . . .              | 194 |     |     |     |
|                   |     | 10. Pay-cum-Commission Bearers | 4   |     |     |     |
| <i>S. E. Rly.</i> |     | 1. Chief Catg. Inspectors.     | 2   |     |     |     |
|                   |     | 2. Catg. Inspectors..          | 7   |     |     |     |
|                   |     | 3. Managers .                  | 31  | 9   |     | 9   |
|                   |     | 4. Asstt. Managers.            | 10  |     |     |     |
|                   |     | 5. Instructor Cook .           | 1   | }   |     |     |
|                   |     | 6. Head Cooks                  | 5   |     | 32  | 32  |
|                   |     | 7. Cooks                       | 76  |     |     |     |
|                   |     | 8. Khansama.                   | 24  | }   |     |     |
|                   |     | 9. Bearers. .                  | 136 |     | 41  | 41  |
| <i>Western.</i>   |     | 1. Chief Catg. Inspectors.     | 2   | }   |     |     |
|                   |     | 2. Sr. Catg. Inspectors.       | 5   |     | 20  | 20  |
|                   |     | 3. Catg. Inspectors.           | 15  |     |     |     |
|                   |     | 4. Managers . . .              | 31  | 19  |     | 19  |
|                   |     | 5. Asstt. Manager              | 39  |     | ..  | ..  |
|                   |     | 6. Waiters.                    | 137 | 1   | 88  | 89  |
|                   |     | 7. Head Cooks                  | 5   |     |     | ..  |
|                   |     | 8. Cooks                       | 30  | }   |     |     |
|                   |     | 9. Asstt. Cooks. .             | 121 |     | 4   | 32  |

## APPENDIX XII

(Vide para 10, 101)

Statement Showing working results of departmental catering units during the year 1973-74 to 1975-76 separately for Static, mobile and hotels

| Railway    | 1973-74   |          |           |           | 1974-75   |          |           |           | 1975-76   |          |          |           |
|------------|-----------|----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|----------|----------|-----------|
|            | Static    | Mobile   | Hotel     | Total     | Static    | Mobile   | Hotel     | Total     | Static    | Mobile   | Hotel    | Total     |
| Central    | (+) 11,70 | (-) 13   | (+) 11,57 | (+) 1,94  | (-) 2,43  | ..       | (-) 49    | (+) 806   | (-) 1,06  | ..       | (+) 7,00 |           |
| Eastern    | (-) 3,73  | (-) 1,01 | (-) 4,74  | (-) 6,16  | (-) 2,42  | ..       | (-) 8,58* | (+) 64    | (+) 2,00  | ..       | (+) 2,64 |           |
| Northern   | (+) 2,01  |          | (-) 2,01  | (-) 5,81  | ..        |          | (-) 5,81* | (+) 1,80  |           |          | (+) 1,80 |           |
| N. E.      | (-) 1,04  | (-) 15   | (-) 1,19  | (-) 65    | (-) 7     |          | (-) 72    | (-) 3,11  | (+) 21    |          | (+) 3,32 |           |
| N. F.      | (-) 2,14  |          | (-) 2,14  | (-) 2,19  | ..        |          | (-) 2,19  | (-) 1,50  | ..        |          | (-) 1,50 |           |
| Southern   | (+) 10,43 | (+) 82   | ..        | (+) 11,25 | (-) 11,59 | (+) 3,69 | ..        | (+) 15,28 | (+) 11,11 | (+) 5,89 | ..       | (+) 17,00 |
| S. E. Rly. | (-) 6,85  | (-) 1,77 | (+) 1,69  | (-) 6,99  | (-) 2,00  | (-) 1,02 | (+) 3,28  | (+) 26    | (+) 21    | (+) 3    | (+) 2,16 | (+) 2,40: |
| S. C. Rly. | (+) 1,25  | (-) 86   | (+) 39    | (-) 93    | (-) 3     |          | (+) 90    | (+) 3,33  | (+) 1,06  | ..       | (+) 4,39 |           |
| Western    | (+) 3,89  | (+) 21   | (+) 4,10  | (-) 99    | (-) 3,24  |          | (-) 2,25  | (+) 5,53  | (-) 42    | ..       | (-) 5,11 |           |
| TOTAL      | (+) 15,52 | (-) 2,89 | (+) 1,63  | (+) 14,26 | (-) 1,36  | (-) 5,52 | (+) 3,28  | (-) 3,60  | (+) 32,29 | (+) 7,71 | (+) 2,16 | (+) 42,16 |

\*Figures in respect of Eastern, Northern &amp; S. E. Rlys. for 1974-75 are provisional.

Figures for 1975-76 are provisional.

# APPENDIX XIII

(Vide para 10, 102)

Statement showing revenue earned from Catering /Vending Concocts from 1969-70 to 1975-76

(Figures in lakhs of Rs.)

| Railway             | 1975-76 |         |         |         |         |         |         |  |
|---------------------|---------|---------|---------|---------|---------|---------|---------|--|
|                     | 1969-70 | 1970-71 | 1971-72 | 1972-73 | 1973-74 | 1974-75 | 1975-76 |  |
| 1 Central .         | 3.23    | 3.26    | 3.32    | 5.72    | 5.31    | 8.14    | 6.19    |  |
| 2 Eastern .         | 3.00    | 3.18    | 3.14    | 3.25    | 3.83    | 3.90    | 3.84    |  |
| 3 Northern . .      | 4.85    | 4.96    | 5.69    | 5.70    | 6.10    | 6.61    | 6.77    |  |
| 4 N. E. Rly.        | 1.81    | 1.98    | 2.05    | 2.05    | 2.09    | 2.54    | 2.64    |  |
| 5 N. F. Rly         | 2.02    | 2.03    | 2.42    | 2.43    | 2.43    | 2.48    | 3.31    |  |
| 6 S. C. Rly.        | 4.40    | 4.36    | 4.28    | 2.91    | 2.85    | 2.80    | 2.94    |  |
| 7 S. E. Rly.        | 2.30    | 2.30    | 2.50    | 2.50    | 2.62    | 2.26    | 2.40    |  |
| 8 Southern          | 5.95    | 5.73    | 6.16    | 7.92    | 7.17    | 6.32    | 7.40    |  |
| 9 Western . . . . . | 8.03    | 8.03    | 8.00    | 8.00    | 8.54    | 10.89   | 10.92   |  |

# APPENDIX XIV

(Vide para 11.2)

*Statement showing the extent of occupation on trains/sections over which overcrowding is more prevalent as per census in November, 1975.*

| Route               | Train                            | Section                        | Percentage of occupation as in Nov/75 | Traction Date of dieselisation        |
|---------------------|----------------------------------|--------------------------------|---------------------------------------|---------------------------------------|
| 1. NDLS-BCT         | 25/26 Paschim Exp.               | Bombay-Valsad                  | 127%                                  | 1-11-71                               |
|                     | 19/20 Dehradun Exp.              | Kota-Bayana                    | 134%                                  | 15-12-76                              |
| 2. NDLS-BBVT        | 5/6 Punjab Mail                  | Kalyan-Manmad                  | 136%                                  | 1-2-68 (IGP-JHS)<br>1-5-76 (JHS-DLI)  |
|                     | 57/58 Dadar Exp.                 | Do.                            | 143%                                  | 1-10-69 (ET-NDLS)<br>1-11-71 (ET-IGP) |
| 3. HWH-BB (Via NGP) | 29/30 Bombay-Howrah Exp.         | Bombay-Kalyan<br>Kalyan-Manmad | 139%<br>149%                          | 26-1-76                               |
|                     | 39/40 Dadar-Nagpur               | Kalyan-Manmad                  | 140%                                  | 1-10-76                               |
| (Via ALD)           | 27/47-28/48 Dadar -Varanasi Exp. | Do.                            | 211%<br>(At Igatpuri)                 | 1-5-72                                |
| 4. NDLS-HWH         | 11/12 Delhi-Howrah Exp.          | Mughalsarai-Asansol            | 234%                                  | Steam                                 |
|                     | 13/14 Upper India Exp.           | Delhi-Tundla<br>Tundla-Kanpur  | 128%                                  | DLI-CNB                               |
| 5. NDLS-MAS         | 17/18 Janata Exp.                | Jhansi-Bina                    | 130%                                  | Steam                                 |
|                     | 21/22 Southern Exp.              | Do.                            | 133%                                  | 1-4-68                                |
| 6. MAS-HWH          | 3 Up/4 Dn Howrah-Madras Exp.     | Palasa-Berhampur               | 134%                                  | 1-10-65                               |
|                     | 11/12 Dadar-Madras Exp.          | Madras-Raichur                 | 131%                                  | 25-12-69.                             |

(Due to dieselisation, about 3 additional coaches have been added to the Composition)

(c) Specific action taken to provide extra accommodation on the routes listed in Reply to Part (b) to relieve overcrowding is under:—

- (1) *New Delhi-Bombay Central—Bombay-Valsad*—13|14 Bombay-Valsad Express has been extended upto Surat from 1-10-76. In addition, a pair of shuttles between Virar and Dahanu Road and another train between Virar and Valsad have been introduced from 20-11-76.

Kota-Bayana—19 DN|20 UP Bombay Central-Dehra Dun Express has been dieselised from 15-12-76.

- (2) *Bombay VT-New Delhi—Howrah—Bombay—Bombay-Manmad*—A Tri-weekly Express viz. 201|202 Bombay Manmad Panchavati Express has been introduced from 1-11-75. The frequency of 115/116 Bombay Lucknow Express has been increased from 3 days to daily from 1-10-1976 in addition 29/30 Bombay-Howrah Express and 39/40 Dadar-Nagpur Express have been dieselised on Central Railway from 26-1-76 and 1-10-76 respectively thereby providing extra accommodation on Bombay-Manmad section also. A proposal is under examination to increase the frequency of 201/202 Panchavati Express from tri-weekly to daily.

- (3) *New Delhi-Howrah—Mughalsarai-Asansol (via Patna)*—103|104 Howrah-New Delhi A.C. Express (via Patna) has been dieselised from 1-10-76 thereby augmenting its accommodation by 4 coaches. It is proposed to augment the load of 1/2 mail by 2 coaches. There are proposals to introduce a bi-weekly train between Delhi and Bhagalpur.

*Delhi-Kanpur*—With effect from 1-11-75, 161|162 Tatanagar Asansol Express (4 days in a week) was introduced. From 1-5-76, 163|164 Meerut Allahabad Sangam Express has been put on electric traction and its load augmented. The proposed introduction of Delhi-Bhagalpur Express will also cater to this section.

- (4) *New Delhi-Madras—Jhansi-Bina*—5|6 Punjab Mail has been dieselised between Jhansi and New Delhi w.e.f. 1-5-76. Besides increase in frequency of 115|16 Bombay VT-Lucknow Express to daily from 1-10-76 has released accommodation for 6 coaches on 5/6 Punjab Mail and 57/58 Dadar-Amritsar Express for through passengers between New Delhi and Bombay VT. It is proposed to extend 51|52 Chhatisgarh Express from Bhopal to Delhi shortly.

- (5) *Howrah-Madras—Palasa-Behrampur*—There is a proposal to introduce bi-weekly fast train between Howrah and



Madras to provide relief to passengers travelling by 3/4 Howrah-Madras Mail and other trains.

- (6) *Bombay-Madras—Madras—Raichur*—9/10 Bombay-Madras Mail and 13/14 Bombay-Madras Janata Express have been dieselised *w.e.f.* 1-11-75 and 26-1-76 respectively. 81/82 Bombay-Ernakulam-Mangalore Jayanti Janata Express was introduced as a weekly train from 26-1-76 and then its frequency has been increased to bi-weekly from 21-6-76.

Consistant with the availability of requisite resources by way of coaches, locomotives, line capacity and terminal facilities, steps are continuously taken to introduce additional trains and extend the runs of existing trains to meet the pressure of traffic on different routes. A total of 152 new non-suburban trains have been introduced and the runs of 94 trains have been extended during the period from April, 75 to December, 76. Three pairs of trains have been introduced in January, 1977. There are proposals to introduce 3 pairs of trains and to extend the runs of 3 pairs of trains during the period upto March, 77. In addition, 28 pairs of Mail/Express trains have been placed under diesel traction during the period from April, 75 to date. In all the routes mentioned in Item (b), we have introduced long distance fast trains, as also shuttles and passenger trains to provide relief to passengers.

# APPENDIX XIV

(Vide para 11.13)

Statement showing the accommodation provided on various trains

| Name of the train                   | Class of accommodation | No. of coaches. | No. of seats. | Percentage    |
|-------------------------------------|------------------------|-----------------|---------------|---------------|
| 1/2 Howrah-Delhi Mail               | I<br>II                | 6<br>8          | 132<br>600    | 18.0<br>82.0  |
| 11/12 Howrah-Delhi Exp. . .         | I<br>II                | 5<br>8½         | 110<br>637    | 15.0<br>85.0  |
| 39/40 Janata Expresses. . .         | I<br>II                | Nil.<br>12      | ..<br>900     | ..<br>100.0   |
| 9/10 Bombay-Madras Mail . . .       | I<br>II                | 3<br>11½        | 65<br>862     | 8.0<br>92.0   |
| 11/12 Dadar-Madras Exp. . .         | I<br>II                | 4<br>11½        | 83<br>862     | 10.0<br>90.0  |
| 13/14 Janata Exp.                   | I<br>II                | ..<br>13        | ..<br>985     | ..<br>100.0   |
| 3/4 Howrah-Madras Mail . . .        | I<br>II                | 5½<br>10        | 121<br>750    | 14.0<br>86.0  |
| 37/38 Janata Exp.                   | I<br>II                | Nil.<br>6½      | Nil.<br>487   | Nil.<br>100.0 |
| 3/4 Frontier Mail                   | I<br>II                | 9½<br>5½        | 206<br>412    | 34.0<br>66.0  |
| 19/20 Bombay-Dehradun Exp.          | I<br>II                | 2½<br>10½       | 54<br>790     | 6.0<br>94.0   |
| 23/24 Janata Exp.                   | I<br>II                | Nil.<br>10      | ..<br>750     | ..<br>100.0   |
| 1/2 Bombay-Howrah (via Nagpur) Mail | I<br>II                | 4½<br>10        | 99<br>750     | 12.0<br>83.0  |
| 29/30 Howrah-Bombay Exp.            | I<br>II                | 4<br>9          | 83<br>675     | 12.0<br>88.0  |
| 15/16 G. T. Express . . . . .       | I<br>II                | 5½<br>8½        | 121<br>640    | 16.0<br>84.0  |
| 17/18 Janata Express . . . . .      | I<br>II½               | Nil.<br>8½      | ..<br>640     | ..<br>100.    |

| Name of the train                    | Class of accommodation | No. of coaches. | No. of seats. | Percentage |
|--------------------------------------|------------------------|-----------------|---------------|------------|
| <i>B. G. Passenger trains:</i>       |                        |                 |               |            |
| 319/320 Howrah-Madras Passenger      | I                      | 1               | 22            | 3.0        |
|                                      | II                     | 9½              | 760           | 97.0       |
| 129/130 Delhi-Amritsar Passenger     | I                      | ½               | 10            | 2.0        |
|                                      | II                     | 9½              | 760           | 98.0       |
| 337/338 Delhi-Amritsar Passenger     | I                      | ½               | 10            | 1.0        |
|                                      | II                     | 11½             | 920           | 99.0       |
| 349/350 Dehradun-Amritsar Passenger  | I                      | 1               | 22            | 3.0        |
|                                      | II                     | 9               | 720           | 97.0       |
| 39/40 Bombay-Ahmedabad Passenger     | I                      | 1               | 22            | 3.0        |
|                                      | II                     | 10              | 800           | 97.0       |
| 55/56 Baroda-Mathura Jn. Passenger.  | I                      | ½               | 10            | 2.3        |
|                                      | II                     | 5½              | 440           | 97.7       |
| 91/92 Madras-Bangalore Passenger     | I                      | ½               | 10            | 2.3        |
|                                      | II                     | 5½              | 440           | 97.7       |
| 95/96 Madras-Bangalore Passenger     | I                      | ½               | 10            | 1.6        |
|                                      | II                     | 7½              | 600           | 98.4       |
| 387/388 Bhusaval-Allahabad Passenger | I                      | ½               | 10            | 1.5        |
|                                      | II                     | 8½              | 680           | 98.5       |
| 327/328 Pune-Secunderabad Passenger. | I                      | ½               | 10            | 1.8        |
|                                      | II                     | 6½              | 520           | 98.2       |
| <i>Meter gauge, Mail/Express :</i>   |                        |                 |               |            |
| 117/118 Pandyan Exp.                 | I                      | 5               | 90            | 10.5       |
|                                      | II                     | 12              | 768           | 89.5       |
| 119/120 Kanya Kumari Exp.            | I                      | 3               | 54            | 6.4        |
|                                      | II                     | 12½             | 800           | 93.6       |
| 177/178 Rock Fort Exp.               | I                      | 3½              | 62            | 7.5        |
|                                      | II                     | 12              | 768           | 92.5       |
| 1/2 A. T. Mail                       | I                      | 3½              | 62            | 6.5        |
|                                      | II                     | 14              | 896           | 93.5       |
| 15/16 G. L. Express.                 | I                      | 2               | 36            | 4.5        |
|                                      | II                     | 12½             | 768           | 95.5       |
| 17/18 Vaishali Express.              | I                      | 1               | 18            | 2.7        |
|                                      | II                     | 10              | 640           | 97.3       |
| <i>Passenger trains</i>              |                        |                 |               |            |
| 31/32 Kanpur-Barauni Pass.           | I                      | ½               | 8             | 1.3        |
|                                      | II                     | 10              | 640           | 98.7       |
| 561/562 Kacheguda-Manmad Passenger.  | I                      | ½               | 8             | 2.0        |
|                                      | II                     | 6½              | 392           | 98.0       |
| 19/20 Delhi-Mehsana Pass.            | I                      | ½               | 8             | 1.8        |
|                                      | II                     | 7½              | 456           | 98.        |

## APPENDIX XVI

### *Summary of recommendations/observations contained in the Report*

| S. No. | Reference to<br>Para No. of<br>the Report | Recommendations/Observations   |
|--------|---|--|
| 1      | 2   | 3  |
| 1      | 2.16                                      | <p>The Committee note that the list of passenger amenities as it stands at present includes items like provision and improvement of approaches and circulating areas of goods and parcel offices, opening of new flag stations or conversion of halts into stations, washable aprons on passenger platform lines, etc. which can hardly be considered as passenger amenities. The Committee are surprised to find that certain items which were deleted from the list of passenger amenities in 1961 as a result of review were again added to it in 1965, consequent upon the increase in the allotment of funds for passenger amenities from Rs. 3 crores to Rs. 4 crores per annum thereby defeating the very purpose of enhancement of the fund. Two more items were again added in 1967 to the already long list of passenger amenities. The Committee also find that the Railway Convention Committee had recommended in March, 1973 that the question whether the provision of such facilities should be treated as a part of the normal obligation of the Railways as a public carrier or the same should be treated as 'Users' amenity and the expenditure thereon should be debited to the Development Fund, be gone into thoroughly by the Railways by associating a few representatives of the National Railway Users' Consultative Committee.</p> |

| 1 | 2    | 3  |
|---|------|--|
|   |      | <p>The Committee regret to note that instead of implementing the recommendation of Railway Convention Committee which was made as far back as March 1973 and which was accepted by the Ministry of Railways, the Ministry now propose to refer the matter back to the Railway Convention Committee for their reconsideration. The Committee regret that even when the new Lok Sabha has been in position for over eight months, the Ministry have not so far arranged for the representation of members of Parliament on the NRUC in place of the old representatives. The Committee recommend that the representation of the members of Lok Sabha on NRUC may be expedited and the list of passenger amenities reviewed without delay in consultation with the representatives of the NRUC.</p> |
| 2 | 2.17 | <p>The Committee consider that only these items or services should be included in the list of passenger amenity works as are really meant to cater to the comforts and convenience of the passengers and are not related to the operational or other requirements of the Railways as a carrier. The Committee, therefore stress that the list of passenger amenities should be carefully reviewed so as to retain only those items which strictly constitute passenger amenities proper and conform to the popular conception of the term 'passenger amenities'.</p>   |
| 3 | 2.18 | <p>The Committee note that 'other users' amenities like provision and improvement of goods and parcel offices, provision of additional foot-over bridges to connect parcel offices and goods sheds, etc. have also been included in this list which are also charged to the same Fund. They feel that the term "other Railway Users Amenities" may need modifications so that the</p>  |

| 1 | 2    | 3   |
|---|------|---|
|   |      | meagre amount allotted for passenger amenities is really spent for this purpose in the large interest of travelling public.   |
| 4 | 2.19 | The Committee recommend that the list so revised should be placed before Parliament. The additions/alterations to the list whenever made should also be placed before Parliament so that Members get a timely opportunity to express their views.   |
| 5 | 2.30 | The Committee regret to note that the Railways have failed to provide passenger amenities as per the norms at all the stations. This has been stated to be due to inadequacy of funds provided for passenger amenities out of the Development Fund. While the plea of inadequacy of funds could justify the postponement of the provision of some of the additional amenities, it is distressing that the passengers should be denied even the minimum facilities termed as 'basic amenities' by the Railways like drinking water, toilet facilities, waiting halls, proper booking arrangements, etc. at all the stations as per the approved norms. |
|   | 2.31 | The Committee regret to note that in spite of the recommendation of the Railway Convention Committee in their Fourth Report in March, 1973, no perspective plan has been prepared for provision of the basic amenities. They recommend that immediate action should be taken to prepare such a perspective plan so that within the funds available for passenger amenities, the amenities which are needed most in the interest of passengers are provided on a priority basis.   |
| 6 | 2.32 | The Committee note that the Ministry of Railways are proposing to draw a time-bound programme to provide passenger amenities. The Committee urge that the Ministry of Railways  |

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3

should prepare the programme expeditiously and it should be ensured that these amenities as per prescribed norms are actually provided according to the programme laid down. Specific mention of the deficiencies and the Concrete action taken to provide them should be made in the Annual Reports of the zonal Railways as well as the Ministry of Railways.

7

2.33

The Committee note that in order to ensure provision of certain basic amenities in coaches for second class passengers better type of second class coaches for long distance super-fast trains with more toilets, fans, cushioned berths and back rests as well as facilities for keeping the mealtrays, drinking water containers and linen for supply to the passengers, are proposed to be introduced. The action for bulk manufacture of such coaches would be taken after satisfactory trials with a prototype coach. The Committee desire that the prototype coach should be got ready at the earliest and after satisfactory trial such coaches should be introduced progressively on all long distance routes to provide better service to long distance passengers.

8

2.44

The Committee regret to note that there has been inadequate allotment of funds for passenger and other Users' amenities. It was in 1965 that the Railway Convention Committee recommended a provision of Rs. 4 crores per annum for this purpose during the next five years. Since then, there has been considerable escalation of costs. It is, distressing to find that, even the amount of Rs. 4 crores per annum as recommended by the Railway Convention Committee has not been spent on this account and the total expenditure during the first three years of the Fifth Five Year Plan (1974-75 to 1976-77) has been barely Rs. 7 crores. The result is that even the basic

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amenities like provision of drinking water, urinals, latrines etc. continue to remain deficient at many of the stations.

2.45

The Committee were informed by the Chairman, Railway Board during evidence that there has been difficulty in getting the amount for this purpose from the Planning Commission. That the Planning Commission should have applied a cut to even the paltry sum of Rs. 4 crores per annum is regrettable. But what is worse is that the Ministry of Railways themselves asked for an allotment of only Rs. 3.03 crores and 3 crores under the plan head "Users' Amenities" during 1975-76 and 1976-77 respectively. Evidently, the Ministry of Railways themselves have not been very keen to *incur* expenditure even of this minimal amount of Rs. 4 crores on providing the basic passengers amenities.

9

2.46

As compared to revenue earnings, the expenditure on passengers and other users' amenities has worked out to only 0.15 per cent and 0.19 per cent in 1974-75 and 1975-76. This can by no means be considered as adequate for providing amenities to the millions of passengers. The Committee stress that the amount provided for passenger amenities should be enhanced considerably and a reasonable percentage of earnings from the passengers should be earmarked for providing amenities both on the stations and in the trains which in no case should be less than Rs. 4 crores (related to the price level obtaining in 1965).

10

2.47

The Committee further suggest that there should be separate allotment of funds for amenities to 'passengers' and 'other Railway users'. The expenditure incurred on these items should also be recorded separately with a view to presenting a clear picture in regard to allotment of funds



| 1  | 2    | 3   |
|----|------|---|
|    |      | and incurring of expenditure on 'passenger amenities' as distinct from that on 'other Railway users'.   |
| 11 | 2.51 | The Committee find that there have been wide variations in the amount allotted for passenger amenities to different Zonal Railways. The Committee stress that in view of the fact that even the basic amenities as per norms are lacking at various stations, top priority be given to the provision of funds to zonal railways for providing basic amenities at these stations. The Committee would like the Railway Board to evolve guidelines regarding the basis of allotment of funds for passenger amenities in consultation with the NRUCC for observance by the zonal railways in order to ensure that there is a broad uniformity in the provision of these amenities among the various zonal railways as also among the stations of the same category.  |
| 12 | 2.52 | The Committee are also surprised to find that in spite of the fact that there is a long list of approved works pending for execution on all railways even for basic amenities the actual expenditure incurred on providing passenger amenities by some of the Railways e.g. Southern, South Central and Northeast Frontier has been lower than even the meagre amount allotted to them. The Committee cannot help observing that the Railways have not paid serious attention to the provision of amenities to the passengers. They desire that the reasons for the actual expenditure by some of the Railways being less than the budget allotment be looked into with a view to taking remedial measures. The Committee would like to be informed of the action taken by the Ministry of Railways in this regard. |
| 13 | 2.63 | The Committee find that an amount of only Rs. 24 lakhs has been spent so far on passenger   |

| 1  | 2    | 3   |
|----|------|---|
|    |      | <p>amenities out of Accident Compensation, Safety Passenger Amenities Fund during the last three years in spite of the fact that a large amount totalling Rs. 22.85 crores is lying to the credit of this Fund. Considering the fact that even basic amenities as per norms have been lacking at various stations the Committee would urge the Ministry of Railways to take immediate steps to provide funds for undertaking some of the much needed passenger amenities works out of this Fund. The Committee consider that the amount proposed to be withdrawn out of this Fund especially for passenger amenities should be kept outside the allocation of funds by the Planning Commission from Development Fund for passenger amenities.</p> |
| 14 | 2.64 | <p>The Committee are also surprised to find that the expenditure on provision of goods platform and covers over platforms is also being charged to the Accident Compensation, Safety and Passenger Amenities Fund. In view of the fact that the Fund has been created out of the levy on passengers the incurring of expenditure on providing goods platform and covers over them out of this Fund does not appear to be justified and needs careful reconsideration.</p>   |
| 15 | 2.65 | <p>The Committee find that the cost of foot over-bridges/sub-ways across the railway yards as well as the cost of construction of road over/under bridges in replacement of level crossing is being charged to the Accident Compensation, Safety and Passenger Amenities Fund. The Committee have not been informed of any reasons for changing the allocation of expenditure on these items which were being earlier financed out of the Development Fund. Keeping in view the fact that at the time of setting up of the Fund, these items were not intended to be provided out of this Fund, the Committee</p>   |

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consider that the matter requires careful re-examination. The Committee also recommend that whenever any additions/alterations are proposed to be made to the list of items to be financed out of this Fund, the same may be placed before Parliament so that Members get an opportunity to express their views.

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3.16

Of all the basic requirements of the passenger, the need for having adequate drinking water facility at all the stations, big and small, cannot be over-emphasised. The Committee regret to note that the arrangements at the stations in this regard are not satisfactory. It is distressing to find that in spite of the recommendations of the Railway Convention Committee, in their First report in December 1972 as well as in their 4th Report in March 1973, to give top priority to provide clean and cool drinking water to the travelling public and to augment the facilities in this regard at the stations, the matter has not been given the attention it deserves. There are several works pending execution by various Zonal Railways, for many years in some cases, for providing tube-wells, water-taps or water coolers etc. at the stations. The Committee desire that a fresh review should be made in regard to water supply arrangements at all stations. At large stations having piped water supply there should not only be adequate number of water taps but these should also be appropriately located over the entire length of the platform so as to be easily accessible to all the passengers. It would be preferable if one water tap/water cooler is provided for every two coaches of a train. The design of the water taps/water coolers be such as to facilitate easier supply of water in minimum time and the water does not splash on the passengers making use of the water taps/water coolers.

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| 17 | 3.17 | <p>The Committee also find that in view of the fact that the length of the trains has increased and there is generally overcrowding in the second class compartments, it is difficult for the passengers to avail of water supply from taps etc. provided on the platforms within the short stoppage of the train at the stations. The railways have no doubt provided at some of the stations 'Gharra's' mounted on wheels for supply of water to passengers sitting in the compartments. The Committee, however, consider that it would be preferable if suitable mobile water trolleys are designed to carry cool water in hygienic conditions for serving to the passengers during train halts.</p> |
| 18 | 3.18 | <p>The Committee urge that top priority be given to making up of deficiencies in regard to drinking water arrangements for the passengers and a time bound programme drawn up for the purpose.</p>  |
| 19 | 3.19 | <p>The Committee also stress that it is essential to maintain hygienic conditions and to ensure supply of uncontaminated drinking water. It may be ensured that the containers (<i>Matkas</i> etc.) are properly cleaned and periodically replaced. The glasses used for serving water to the passengers also should be properly washed with adequate disinfectants to avoid health hazards. The Committee would urge that frequent inspections be carried out to check the observance of hygienic conditions and responsibility for any laxity in this regard be promptly fixed to have a salutary effect.</p>   |
| 20 | 3.25 | <p>The Committee stress that with the introduction of a number of fast long distance trains with limited stoppages <i>en-route</i>, it has become all the more necessary to provide drinking water to the passengers in coaches. They find that the</p>   |

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practice of supplying water in portable stainless steel containers in certain selected trains which was started in 1970-71 has not been extended to more trains as it was stated to have not proved successful. One of the reasons was stated to be that water in these metal containers used to get hot in summer. The Committee suggest that the question of providing ceramic containers with filters may be considered to overcome this difficulty.

21            3.26            The Committee urge that the question of providing drinking water facilities in coaches of all long distance trains should receive immediate and serious attention of the Ministry of Railways for the convenience of millions of passengers who would very much appreciate the provision of such a facility.

22            3.31            The Committee need hardly emphasise that it is not enough to provide facilities for supply of drinking water to the passengers but it should also be ensured that the hand-pumps, tube-wells, water taps, water coolers, etc. are properly maintained and break-downs attended to promptly for rendering efficient service particularly during summer.

23            3.32            The Committee desire that the records in regard to the extent of failure of water coolers at each station i.e., the number of days, particularly in summer months, when water coolers remain out of operation should be periodically analysed with a view to taking remedial measures.

24            4.17            The Committee find that the waiting halls provided at most of the stations do not serve fully the needs of the second class passengers. Apart from the accommodation provided being in

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|    |      | adequate at many places, the lay out of these waiting halls is such that these are in the nature of corridors and are generally misused by outsiders and beggars etc. causing great inconvenience to the <i>bona fide</i> passengers. It was admitted during evidence that the planning of the stations in the past did not take care of the third class (now designated as Second Class) passengers. The Committee stress that a survey should be made immediately of all the stations and a time-bound programme drawn up for providing lounges at all important stations where a large number of passengers have to wait for boarding the trains. The lay out of these lounges should be such as to limit access to only ticket holders and provide all necessary facilities like bath rooms, latrines etc. |
| 25 | 4.18 | The Committee also desire that there should be adequate provision of benches in such waiting halls. It is surprising to find in this connection that no thought has been given to the designing of new types of benches to replace the old types of cement benches. The Committee would urge that design and finish of the benches provided at the stations should be improved on a priority basis to enhance their utility and passenger comfort.   |
| 26 | 4.19 | The Committee would stress the need for providing adequate lighting and fans in the waiting halls. The Committee would like the Railways to ensure that the report of the Committee, appointed in January, 1977 to review the standard of lighting for public places, maintained by railways and lay-down norms, is finalised expeditiously. The Committee also desire that the extent of deficiencies in this regard should be determined in the light of norms which might be laid down by the Committee appointed by the railways for this purpose. The Committee stress that these deficiencies should be made   |

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good by all the Railways at all the Stations within a time-bound programme.

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4.20

The Committee emphasise the imperative need to provide separate rest shelters for licensed porters with suitable lavatory and bath-room facilities so that they do not intrude upon the facilities provided for *bona fide* passengers. The Committee are surprised to find that in spite of the fact that the need for such shelters has been accepted and this has been included as one of the items to be financed out of the Accident Compensation, Safety & Passenger Amenities Fund, nothing substantial has been done in this regard. The Committee recommend that urgent steps should be taken to provide rest shelters for the licensed porters at all important stations. The provision of rest shelters should be a part of the station building at all new stations, according to a well defined programme.

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4.21

The Committee recommend that a separate room should be provided at important stations for the *safaiwalas* to enable them to keep their brooms and other equipment. Arrangements for bath and toilet should also be made in this room to enable the *safaiwalas* to have a wash after finishing their work.

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4.22

The Committee suggest that in the interest of inspiring a feeling of security in the porters and motivate them to render better service to the passengers the question of providing group insurance cover to them, may be finalised and given effect to at an early date. The scheme may also be extended to *safaiwalas*.

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5.15

The Committee find that in spite of the fact that the provision of improved types of latrines has been considered to be a basic amenity to be provided at all the stations, there are far too many latrines of the dry type even at stations having piped water supply. Apparently, the Railways have failed to fix relative priorities

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for various passenger amenities so that the amenities which are needed most could be provided on a priority basis. Considering the fact that, as admitted during evidence, it is more economical to go in for flush out latrines taking into account the cost of providing these latrines and the saving effected in maintaining them, the Committee desire tht urgent steps should be taken for conversion of dry type of latrines into flush type at all important stations having piped water supply under a time-bound programme.

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5.16

The Committee feel that the western style commodes are not suitable for public places from hygienic point of view. They suggest that convertible commodes, capable of being used in Indian or western styles as may be preferred, such as in use in Chandigarh (MLA's hostel etc.) should be installed in first class coaches and lavatories at stations in new constructions as well as in place of the existing ones as and when these are to be replaced.

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5.17

The Committee consider it of utmost importance that the Railways should take a lead in abolishing the system of carrying the night soil on head loads on all stations and convert all dry type latrines into flush type or other improved types like soakpits within the shortest possible time.

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5.18

The Committee need hardly stress the importance of making proper arrangements for the cleanliness and maintenance of the latrines. They are surprised to find, in this connection, that in some places there is only one sweeper or cleaner posted for two or three stations. The Committee consider that such an arrangement may not meet fully the requirements. There may be at least one person posted at each station



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for cleaning the latrines, etc. If necessary, the duties of sweeper may be combined with other work like manning of gates, etc.

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5.19

The Committee stress that latrines should be maintained at all times in clean and sanitised condition for the convenience of passengers. In particular, care should be taken to see that where flush type latrines are provided the flush mechanism is kept in efficient working order. The Committee also suggest that not only good quality of disinfectants, detergents, cleaning powders, materials etc. should be issued for the efficient cleaning of the latrines, but it should be ensured by the supervisory staff concerned that these are in fact used for that purpose, so that there is no cause for complaint by passengers.

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5.20

The Committee find that generally the latrines are provided at the far ends of the stations. Apart from being inconvenient to the passengers, this results in their being misused by the outsiders. The Committee therefore desire that steps may be taken to provide latrines at places which are more easily accessible to the passengers.

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5.21

The Committee feel that for want of separate bath-rooms, the Railway staff also use the toilets in waiting rooms meant for passengers. They would like separate toilets to be provided for railway staff at important stations to avoid inconvenience to the passengers.

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5.22

It has been seen that the use of latrines in the coaches during the halt of the trains at the stations makes the railway track dirty and it gives foul smell. It is suggested that pucca washable aprons may be provided at all important stations and arrangements made for their

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|    |      | regular flushing after the departure of every passenger train in order to keep it clean and free from foul smell.   |
| 38 | 5.26 | The Committee are surprised to find that bath-rooms provided at certain stations are kept locked and the passenger who wants to use them have to obtain the key from the Assistant Station Master. In the circumstances, it is not surprising that the Railways have found that this facility is not being adequately used.   |
| 39 | 5.27 | The Committee suggest that bathing facilities be provided at important stations where there is sufficient halt of long distance trains so that passengers who have been travelling for many long hours may have a quick bath. The bath-rooms may be functional having the minimum fittings which are not very costly and so fixed that these are not susceptible to thefts. It is important that the bath-rooms are suitably located from the point of passengers convenience and surveillance by the railway security force and other supervisors to prevent misuse and thefts of fittings. Suitable directional boards may also be displayed on the platforms for the information of the travelling passengers. |
| 40 | 5.28 | It would be helpful if the availability of the facility of bath-room at stations is suitably mentioned in the Railway Time Tables and announcement are made at stations having this facility to inform the passengers.  |
| 41 | 5.29 | The Committee would like to stress that the bath-rooms should be kept clean and in proper working order.  |
| 42 | 6.15 | The booking and reservation facilities provided at the stations particularly at important stations are generally inadequate. The long   |

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|    |      | <p>queues at the booking windows is a common sight at important stations. It is, therefore, essential that these facilities are kept under constant review and steps taken to provide additional booking facilities at various railway stations as per the requirements.</p>   |
| 43 | 6.16 | <p>The supervisory staff at the stations should also make frequent checks at the booking/reservation counters particularly during rush hours and whenever there is a long queue additional arrangements should be made immediately to clear the rush by opening additional Counters and/or by deploying additional hands. It is also essential that surprise checks are made in this regard by the superior officers from the Divisional/Zonal headquarters.</p>                                 |
| 44 | 6.17 | <p>The Committee note in this connection that there are various categories of clerks at the stations which make it difficult to deploy one category of clerks for other duties like booking etc. even during slack periods. They desire that, as agreed to during evidence, the matter should be examined with a view to reduce the categories of staff employed at the stations and make them multi-functional. This would facilitate their deployment according to the exigencies of work.</p> |
| 45 | 6.18 | <p>The Committee would stress the need to ensure that tickets are easily available for reserved accommodation. It is essential for this purpose to root out malpractices in booking and reservation offices and it should be ensured that there is no collusion between unsocial elements, unauthorised persons and the railway booking staff.</p>   |
| 46 | 6.19 | <p>The Committee suggest that as in the case of reservation office at New Delhi, the reservation counters at important stations should display charts showing the route maps of the relevant trains, time of departure of each train</p>   |

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and the position in regard to availability of reservation in each train. The fare for various stations en-route may also be displayed for the information of the passengers.

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6.20

The Committee are informed that self printing tickets issuing machines have been installed at important stations, principally on suburban sections to facilitate booking of passengers. They are, however, surprised to find that as the expenditure on these machines is charged to passenger amenities, there has been slow progress in installing such machines at other stations. The Committee recommend that, as agreed to by the Chairman, Railways Board during evidence, the matter should be urgently reviewed with a view to changing the allocation of expenditure on these machines to facilitate provision of adequate funds and installation of additional machines at important stations.

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6.21

The Committee have been informed that for the facility of the passengers, the bogies are numbered and there are signboards on the platforms to indicate the position of the bogie. The Committee desire that a survey should be carried out in regard to the actual implementation of this measure to ensure that as far as possible the facility is actually provided on important trains at large and busy stations.

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6.22

The Committee have been informed that in respect of reserved accommodation the coach and berths/seat numbers are written on the tickets. It has, however, come to the notice of the Committee that these are not written legibly in some cases, causing difficulty to the passengers in locating their seats. The Committee need hardly stress that there is need for constant watch in this regard to avoid inconvenience to the passengers. It should also be ensured that Travelling Ticket Examiners on duty at the stations are

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courteous and help the passengers in locating their seats. Prompt and deterrent action should be taken against the officials who fail in their duty to the passengers. The Committee also desire that the Reservation Charts should be typed in bold letters and pasted on each reserved bogie and at the stations.

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6.23

The Committee would like the Ministry of Railways to take effective measures to ensure that all facilities are provided to the intending passengers to locate their seats in the train easily and there is no scramble and running about on the platform in search of the seats. They have no doubt that a continuous review of these facilities would be made to improve upon the arrangements in the light of experience gained and difficulties encountered.

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6.24

It has been seen that at starting stations unreserved compartments are generally occupied by passengers even while trains are in the yard. This gives rise to malpractices at certain stations in collusion with the railway staff. In order to save waiting passengers of any inconvenience, the Committee feel that empty trains should be brought on the platforms with unreserved compartments looked and the arrangements made to unlock them as soon as these arrive at the platforms.

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6.30

The Committee find that difficulties are experienced in regard to reservation from intermediate stations. As admitted by the representative of the Ministry of Railways, the telegrams sent for reservations remain unattended to in many cases causing great inconvenience to the passengers in getting the reservations. The Committee urge that the supervisory staff at the stations should ensure that all the telegrams received for reservation are

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promptly replied to. The passengers should also be invariably informed about their reservations on receipt of the intimation at the intermediate stations.

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6.31

The Committee desire that the extension of teleprinter facility and the Courier system to various stations should be expedited to avoid inconvenience to the passengers in getting reservations from the intermediate stations.

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6.32

The Committee on Reservation and Booking suggested introduction of a system providing for the Travelling Ticket Examiners manning sleeper coaches to send advance information about the vacant berths, seats. The Committee have been informed that the Railways had been asked to select important points where the facility of trunk line/control phone was available and pass on advance information at such points about the availability of berths|seats in sleeper coaches. The Committee desire that the system should be introduced early at all such stations to avoid inconvenience to the passengers and the scope for corruption. The actual implementation of the system should be ensured by surprise checks by senior officers and deterrent action taken against the delinquent officials

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6.33

The Committee suggest that there should be a periodical review of the quotas of berths|seats fixed for the intermediate stations based on the volume of actual traffic from each stations. The Railways should endeavour to provide quota of seats in all classes to important stations en-route on the trains in which there is a fairly regular demand and which involve overnight journeys.

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6.34

The Committee note that 58 out of 66 recommendations made in the Approach Paper by

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the Committee on Reservation and Booking have been accepted by Government. The Committee desires that actual implementation of these recommendations in the field should be ensured by conducting surprise checks. In respect of those recommendations which are to be implemented progressively, a periodical review should be made in regard to implementation of these recommendations to ensure speedy progress in their implementation.

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7.14

The Committee, stress that, if the system of making announcements through public address system is to serve any useful purpose, it has to be ensured that the announcements made are intelligible and clearly audible to the passengers. It is essential for this purpose that apart from careful selection of the announcers after proper voice suitability test, they should also be imparted suitable training in All-India Radio or at the zonal training schools of the Railways. There may also be periodical refresher courses followed by audibility tests to maintain standards. The Railways should also review the location of the loud-speakers at the platforms to ensure optimum audibility. It should also be ensured that the equipment is properly maintained.

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7.15

The Committee suggest that besides usual announcements made over the public address system, the charges for portage should also be announced invariably so that the passengers are saved from harassment and over-charging. Suitable announcements about catering, dormitory and retiring room facilities and the tariff charges therefor should be made at important stations where long distance trains halt for sufficient time.

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7.16

The Committee suggest that the facility of public address system can also be used with advantage to project the progress made and to

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enlist the cooperation of the people in the implementation of selected national programmes and the need for discipline. The Committee suggest that arrangements may be made to play instrumental music and to relay radio news over the public address system in between the usual announcements.

60            7.17            The Committee recommend that a phased programme may be drawn up for installation of public address system at important stations which handle a large number of passengers.

61            7.18            Another welcome addition to the amenities to the passengers would be the provision of music in long distance trains. The Committee suggest that this facility, which is at present available only in some trains like Rajdhani Express, may be gradually extended to other long distance air-conditioned trains. The Committee would suggest that the question of showing feature films in chair car compartments may also be examined.

62            7.19            The Committee find that the material displayed on close circuit TVs installed at some of the stations suffer from the handicap of small letters. The Railways would be well to see that the material displayed on these TVs is in in bold letters which are clearly visible and readable by the passengers.

63            8.15            The Committee desire that the Ministry of Railways should review the position in regard to the occupancy of the retiring rooms. At such stations where the retiring rooms provided are not sufficient to meet the demand of the passengers, the question of providing additional accommodation for the convenience of the passengers may be considered. But more important is the need to ensure that the retiring rooms already

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|    |      | <p>provided at various stations are utilised to the maximum extent possible. The Committee regret to not that there are still 67 stations where the average occupancy ratio of retiring rooms during 1975-76 was even lower than 40 per cent and at 42 stations the net earnings from the retiring rooms was not equal even to the cost of repairs and maintenance. Apparently, the matter has not been given the attention that it deserves. The Committee urge that concrete measures be taken to improve the occupancy ratio of the retiring rooms to save avoidable loss to the Railways, and an officer be made specifically responsible in each division for improving the position in this regard. Some of the measures which can be considered in this connection are (1) to give wide publicity to the availability of retiring rooms at these stations through announcements; press handouts, etc. (2) to reduce the charges and/or to fix concessional rates during off-season period at stations the retiring rooms into dormitories, etc. where there is seasonal demand (3) to convert the retiring rooms into dormitories, etc.,</p> |
| 64 | 8.16 | <p>The Committee suggest that in order to increase the occupancy of retiring rooms and to enable the existing accommodation being used by larger number of passengers, the railways should consider fixing the charges for these rooms at 12 hourly basis instead of the present system of charging them on 24 hourly basis.</p>  |
| 65 | 8.17 | <p>The Committee desire that proper records should be maintained and constant watch kept on the occupancy ratio, revenue earnings from these retiring rooms and the cost of their repairs and maintenance, etc. so that timely remedial measures can be taken to improve the position wherever necessary.</p>   |
| 66 | 8.18 | <p>There is also a general impression that the Railway retiring rooms are frequently occupied</p>   |

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and/or are kept reserved for Railway officers and not made available to the passengers. The Committee suggest that it would be better if, at important stations, where the Railway officers frequently go on duty and the number of rest rooms for Railway officers is not adequate, a fixed number of beds/retiring rooms are earmarked for the use of Railway officers/staff and they may not ordinarily occupy the rooms meant for passengers.

67            8.19            The Committee find that whereas the retiring rooms have been provided at 254 stations, the dormitory type of retiring rooms, which provide accommodation at cheap rates to the travelling public, have been provided only at 58 stations and are programmed for construction at nine more stations. The Committee urge that dormitories be provided under a timebound programme at all important stations where there is established demand for them for the facility of the passengers.

68            8.20            The Committee recommend that in future when accommodation for passengers' stay at stations is to be provided, the emphasis should be more on dormitory type of accommodation than on retiring rooms.

69            8.21            The Committee note that a separate dormitory has been provided for ladies at Jaipur Station. The Committee welcome this step and desire that the question of extending this facility to other important Stations may be considered in the light of experience gained.

70            8.22            It has been observed that the retiring rooms particularly the lavatories and linen in these rooms are generally dirty. The Committee would like that these rooms should be attended to and linen therein changed and the lavatories

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thoroughly cleaned soon after they are vacated by an occupant.

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| 71 | 8.29 | <p>The Committee note that guidelines have been issued in regard to provision of furniture in retiring rooms. Similar guidelines in regard to provision of furniture in dormitories were being formulated. The Committee desire that the issue of these guidelines should be expedited and it should be ensured that the furniture is actually available in retiring rooms/dormitories as per the guidelines laid down.</p>  |
| 72 | 8.30 | <p>The Committee would suggest that, as agreed to during evidence, it would be desirable to provide lockers in retiring rooms/dormitories along with each bed for safe keeping of luggage by the passengers. The Committee have been informed that the South Central Railway have provided ward-robe-cum-lockers in the retiring rooms at Hubli. The Ministry of Railways may examine the matter in the light of experience gained with a view to providing similar ward-robe-cum-lockers in retiring rooms and dormitories at important stations.</p>   |
| 73 | 8.31 | <p>The Committee find that the furniture provided in waiting rooms/retiring rooms/dormitories at some of the stations is outmoded. As promised by the representative of the Ministry of Railways during evidence, research may be intensified to evolve functional but not very costly designs for the furniture for the waiting rooms as well as retiring rooms and dormitories for the best utilisation of space and greater passenger convenience. It may be better to have Zonal furniture design competition for the purpose to encourage innovations. The Committee would like to be informed of the concrete measures taken to evolve and provide utility</p> |
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|    |      | furniture at important retiring rooms and waiting rooms as per a time bound programme.  |
| 74 | 8.36 | Although the Railway Convention Committee 1971 suggested that the charges for retiring room may not exceed Rs. 10/- for a double bed room. the actual charges at some of the stations are even upto Rs. 25/. Similarly, for dormitories, the rent charged is upto Rs. 7.50 per bed as against Rs. 2/- per bed suggested by the Railway Convention Committee. The Committee desire that the matter may be reviewed with a view to reducing the charges especially for dormitories so that these may not go out of the reach of a common passenger.   |
| 75 | 8.40 | The Committee find that air-conditioned retiring rooms have been provided at 20 stations and at some of these stations the occupancy ratio was even less than 40 per cent. It is surprising that while on the one hand, the Railways have complained of the inadequacy of funds for provision of passenger amenities, the meagre amount provided therefor should be directed for providing air-conditioned retiring rooms which are at best utilised by the affluent section of the society while denying funds for several other much needed amenities. The Committee are not sure as to what extent the air-conditioned retiring rooms are being used by the foreign tourists which was stated to be the main reason for providing them as good hotel accommodation is generally available at most of the 20 stations at which such accommodation has been provided. The Committee, therefore desire that the Railways should take these aspects into consideration while providing air-conditioned retiring rooms in future. |
| 76 | 9.14 | The Committee need hardly emphasise that proper up-keep of the various passenger amenit-  |

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ies is as important as their provision. They, however, find that inspite of the fact that Railway Catering and Passenger Amenities Committee, 1967 had stressed the need for an intensive drive on the part of the Railways to effect an immediate improvement in this regard, there is no appreciable change in the position as is evident from the adverse observations made in the several memoranda received by the Committee from knowledgeable non-officials. The maintenance of lavatories, bathrooms, second class waiting halls/waiting rooms, etc. is far from satisfactory. The Committee urge that there is need for sustained efforts to ensure that the facilities provided at great expense are properly maintained so that there is no complaint in this behalf from the travelling public. It is of the utmost importance that apart from regular supervision there are frequent surprise inspections by the senior officers to look into the maintenance of passengers amenities and to ensure expeditious follow-up action on the deficiencies noted during such surprise checks. Deterrent action should be taken against the staff and supervisors for any laxity in maintaining properly and efficiently the basic passenger amenities.

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9.15

The Committee note that the electrical and mechanical staff responsible for the upkeep of passenger amenities at the stations is under the Senior Supervisors of their respective branches. The Committee suggest that as agreed to by the Chairman, Railway Board during evidence, it would be better if all the staff employed at the stations for the maintenance of passenger amenities is placed under the supervisory control of the Station Superintendent|Station Master so that he can exercise unified control and can also be held fully responsible for the proper maintenance of these passenger amenities.

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| 78 | 9.16 | It is not an uncommon occurrence that at times coaches without water or proper lighting arrangements and other basic passenger amenities are attached even from the starting station of a train. The Committee suggest that the train Superintendent Guard Train Examiner Conductor Guard should be made personally responsible to ensure that the basic and essential amenities for passengers, like water, lighting, fans etc. are available and are in full working order at the starting station before the train leaves. Any default in this regard should be taken serious note of and prompt and deterrent action against the officials who fail in their duty.   |
| 79 | 9.17 | The Committee consider that as in the case of stations, there should be one overall incharge who can be approached by the passengers in running trains and can be held responsible and accountable for ensuring that deficiencies in amenities brought to notice by passengers are rectified at the earliest. The Committee suggest that the system of providing Train Superintendents on important long distance trains to supervise the work of the service staff travelling in the trains, as already existing on the Western Railways, may be suitably extended to other Railways. Steps should also be taken to give wide publicity to this measure through announcements over public address system, etc. so that the travelling public get to know this functionary and can bring to his notice complaints about the passenger amenities for immediate and conclusive action. |
| 80 | 9.18 | The Committee suggest that on such trains on which Train Superintendents are not provided, it should be the duty of the Guard Conductor Guard to ensure that deficiencies in passenger   |

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|    |      | amenities brought to his notice by the passengers are rectified without delay and to the satisfaction of the passengers.   |
| 81 | 9.19 | The Committee suggest that prompt actions should be taken on the complaints of the passengers. The information in regard to the number and nature of complaints received from the passengers and the action taken thereon may be furnished to the Members of the Divisional Railway Users Consultative Committees at every meeting so that these Committees have an opportunity to examine the adequacy of the action taken on the complaints and suggest such further measures as may be considered necessary in this regard.   |
| 82 | 9.26 | The Committee find that one of the reasons for the deficiencies in the amenities provided at the stations and in the trains is high incidence of pilferages of electrical and mechanical fittings. The Committee, regret to note that in spite of various measures stated to have been taken by the Railways the incidence of thefts of mechanical and electrical fittings continues to be high, the value of stolen material being Rs. 36.37 lakhs in 1975, causing great inconvenience to the passengers as well as avoidable loss to the Railways. The Committee would like the Railways to intensify their efforts and to take more effective measures to minimise the incidence of such thefts by further tightening up the security arrangements, provision of more anti-pilferage devices and through intensive drive against criminals and receivers of stolen property etc. |
| 83 | 9.27 | The Committee further urge the Ministry of Railways to ensure that the recommendations of the one man Expert Committee which have been accepted, are implemented by the Railways in the field expeditiously.   |

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| 84 | 10.9  | <p>Major portion of the Catering service on the Railways is rendered by the private contractors. In spite of general complaints about catering services, it appears that departmental catering has been by and large rendering comparatively somewhat more satisfactory service to the travelling public than the private contractor. The Committee, therefore, feel that in order to provide better catering service to the passengers it may be better to extend the departmental catering on the Railways in a phased manner to other large important stations and important long distance trains.</p>                                    |
| 85 | 10.12 | <p>It is a general complaint of travelling public that tea/coffee served on the railway stations particularly by the vendors and stalls on platforms is not of good quality and taste. The Committee suggest that the Railways should take the assistance of the Tea Board for procurement of good quality tea, standardisation of inputs and for laying down proper technique for preparation of a good cup of tea. The Railways would do well to take similar assistance from Coffee Board to improve the quality and taste of coffee served to the passengers.</p>  |
| 86 | 10.13 | <p>In regard to cold drinks also the Committee suggest that quality cold drinks bottled by concerns of repute approved by Government may be preferably served by catering units, to avoid health hazards. Care may also be taken to see that ordinary 'sharbat' 'shikanjibih' etc. sold by the vendors is prepared and served in a hygienic manner, free from any contamination and health hazard. There is need not only to exercise quality control on the inputs but also to make the vendors fully conversant with hygienic methods of preparation of the cold drinks and of washing properly the glasses in which these are served.</p> |



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| 87 | 10.14 | The Committee attach importance to these recommendations in the interest of health of travelling public and would like to be informed within six months of the concrete measures taken to bring about improvement on a sustained basis.   |
| 88 | 10.23 | The Committee are concerned to note that the quality of food served and the service rendered by the catering staff leaves much to be desired. There are general complaints about food being of poor quality and the chapaties\paraunthas being not properly baked, etc. The Committee stress the need for sustained efforts to provide to the passengers nutritious, well balanced good quality food prepared and served in hygienic conditions. There is also need to provide adequate number of hot cases an insulated trolleys for keeping meals hot for service.  |
| 89 | 10.24 | In so far as the quality of food is concerned, the Committee suggest that it would be better to lay down specifications for various items with the advice of experts and to make use of 'agmark' and other quality ingredients for preparing meals, snacks etc. obligatory. In order to ensure quality it would be desirable to obtain these ingredients, as far as possible, from public undertakings or other Government approved organisations. For instance, the pulses, condiments etc. may be purchased from Super Bazars, milk, butter etc. from Government dairies or other dairies of repute and bread from Modern Bakeries, etc. It also needs to be ensured that instructions issued in this regard are actually followed. |
| 90 | 10.25 | The Committee have been informed that generally materials used for cooking are purchased in bulk under a warranty from the suppliers. Samples are drawn from such supplies and sent   |

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regularly to the nearest railway laboratory or to the central food laboratory or laboratories of any medical colleges in that area for analysis regarding adulteration. The Committee would like such samples to be taken and analysis carried out more frequently and extensively in the interest of ensuring quality inputs. The Committee stress that if as a result of such analysis, the material is found to be of sub-standard or adulterated, penal follow up action be taken against the suppliers like forfeiture of security deposit, action under Prevention of Food Adulteration Act, etc. to act as a deterrent.

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10.26

The Committee suggest that in order to ensure speedy action against offenders the Government should examine the desirability of making the reports of analysis by railway laboratories as legally acceptable for the purpose of action under the Prevention of Food Adulteration Act.

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10.27

The Committee note that the Railways have introduced a system of distributing suggestion cards to the passengers to ascertain their reactions to the catering and other amenities provided by the Railways. The Committee would, however, stress that the efficacy of the system would depend largely on the objectivity and statistical method of distributing cards to genuine travellers of all classes particularly of Second Class to ascertain their genuine reactions and on taking proper follow up action to improve catering services.

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10.29

The Committee consider that in providing catering services, the Railways should aim at providing tasty and wholesome food which would meet the requirements of an average passenger rather than providing a large number of fancy dishes to cater to the requirements of a limited section of affluent passengers. The

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Committee have been informed that a few standard menus for "Thali" and 'ready to serve' meals have been developed on regional basis to suit the local tastes. While the Committee welcome this step they consider that the number of other dishes provided by the Railways also require to be rationalised to obviate the strain on kitchen services and to effect economy. The Railways may provide a few selected but commonly acceptable dishes of good taste and flavour which may be standardised on regional/seasonal basis, after a scientific and objective study of consumers tastes and preferences.

94            10.30            The Committee suggest that the Regional Catering Institutes may be consulted for standardisation of menus for meals with a view to providing well-balanced and nutritious food. There may be seasonal variations in the menu to include the vegetables of the season. The Zonal Railways Users Consultative Committee may also be consulted about standardised menu and any major changes which are sought to be made therein. In fact it would be appropriate if the quality of catering and the suggestions/complaints received in respect thereof are reviewed by the National/Zonal/Divisional Railways Users Consultative Committees as a part of the standing agenda.

95            10.31            The Committee note that out of 2991 stations on which catering services are provided by the Railways, the low priced food packets are at present available at 212 stations only. As these food packets generally satisfy the normal requirements of an average passenger and are at the same time cheap and within the reach of the common man, the Committee stress the need to take energetic steps to make such packets available at all important stations. The Committee also suggest that as trains are being ac-

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|    |       | celerated and faster services being introduced with only a few halts, the Railways should make such food packets available in the long distance fast trains from the pantry cars where arrangements should be made for picking them from base kitchens and for keeping the food warm in hot cases.  |
| 96 | 10.37 | The Committee stress that in determining the menu for food packets, emphasis may be on providing healthy and nutritious food. The Committee have earlier given detailed recommendations about taking the help of expert institutions and undertaking a scientific and objective study of food preferences of the travelling public while standardising the menus. These recommendations apply <i>mutatis mutandis</i> to service of food packets. |
| 97 | 10.38 | The Committee also note from the menu of packet meals available on different Zonal Railways that on the Western Railway sweet is a part of the menu unlike on some other Railways. It may be worthwhile to reduce the price of meal packets by omitting sweet, which of course may be made available on optional basis.   |
| 98 | 10.41 | The Committee suggest that in future the refreshment rooms at stations be so located that these may also be accessible to local public besides the passengers. This may help in boosting the sales, increase the turnover and help the Railways to run a better and more satisfactory quality service without the need for subsidy for making good the losses.  |
| 99 | 10.42 | The Committee further suggest that the feasibility of making suitable changes in the layout of the existing refreshment rooms to enable outside public to avail of the catering facility may  |

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|     |       | also be examined in depth at important stations where the present number of customers is notably less than the known capacity.   |
| 100 | 10.48 | <p>The Committee regret to note that the standard of cleanliness and hygienic conditions in the catering units of the Railways is not up-to-the mark. It needs to be ensured, in the interest of health of passengers, that proper cleanliness is maintained in all the catering units and the food articles are prepared, kept and served in a most hygienic manner, free from any contamination. Any lapse in this regard should be taken serious note of and deterrent action taken against the erring staff including the supervisors. Special attention is required to be paid to proper cleaning of crockery and other kitchen utensils. There is need to ensure that the prescribed drill is actually followed and clean dusters are used for washing and drying of utensils and crockery. It may also be desirable to provide automatic washing and cleaning equipment at large stations to ensure proper cleanliness.</p> |
| 101 | 10.49 | <p>It has been noticed that in running trains the bearers wash cups, saucers and glass tumblers, etc. in the lavatories, keeping these utensils on the commode seats. This is very unhygienic and highly objectionable. The Committee would like this practice to be stopped forthwith and hygienic arrangements made for washing of crockery, etc., in the running trains.</p>  |
| 102 | 10.50 | <p>In the opinion of the Committee, it is also unhygienic to stack <i>thalis</i> with meals on the ground at the platforms. The Committee stress that the <i>thalis</i> carrying meals should always be covered and these should be stacked on a raised place or carried in trolleys from the base kitchens/refreshment rooms to the trains.</p>   |

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| 103 | 10.51 | The Committee further suggest that competition in maintaining cleanliness and hygienic conditions in the catering units may be organised on Divisional Zonal basis in order to provide an incentive for sustaining high standards in this behalf.   |
| 104 | 10.55 | The Committee suggest that it would be desirable to lay down scales and standardise the size etc. of utensils, crockery and cutlery provided at the catering units at the stations on the basis of volume of catering work. It is also advisable that the Railway crest be embossed/embadded on all utensils crockery to prevent pilferage.   |
| 105 | 10.56 | The Committee stress that there should be a critical evaluation by Zonal Railways of crockery and cutlery in use. Crockery which is both functional and good-looking may be selected for standardised supply. The Committee find that there has been heavy loss suffered by the Railways on account of breakage of crockery. The Committee also view with concern the rising trend in the loss on account of breakage of crockery on Northern, Southeastern and Western Railways. The Committee would urge that there should be strict quality check on crockery before its acceptance and responsibility for premature damage or breakage should be enforced with a view to minimise losses on crockery on account of careless handling. |
| 106 | 10.57 | Suitable action may also be taken to standardise utensils, particularly those used for preparation of tea/coffee, snacks, meals, etc.   |
| 107 | 10.59 | The Committee consider that in the interest of preparation of food free from health hazards, it is desirable to lay down specifications with the help of an expert group for proper lighting, ventilation, drainage etc. of the kitchens and for  |

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|     |       | washing and pantry services. The Committee suggest that not only these specifications should be strictly followed and improved in the light of experience in the case of new construction but keeping these in view the existing kitchens and supporting services at important catering stations should be critically reviewed and necessary improvements effected according to a time bound programme to be drawn up in that behalf.  |
| 108 | 10.60 | The Committee would like a similar study to be made of the layout for Refreshment Rooms with a view to bring about improvements and hence customer satisfaction and appeal which would no doubt make for larger turnover in due course.  |
| 109 | 10.65 | The Committee attach great importance to the provision of elegant and utility furniture for the refreshment rooms as this not only determines the comfort but also the decor of the setting. With the advancement of restaurant trade in the country it should be possible to devise attractive but not very expensive decor and furniture for the dining rooms which is pleasing to the eye and comfortable in use. The Committee would like the Railways to take the help of well known interior decorators as well as of their own research and design organisation to devise suitable furniture which may be tried out on a pilot scale in some of the well patronised refreshment rooms and then extended in the light of experience and with necessary improvements/modifications to other railway catering establishments on a planned basis. |
| 110 | 10.66 | The Committee attach great importance to the provision of proper trolleys for vending at the platforms. It is common experience that some of the trolleys are heavy on the platforms causing lot of wear and tear and making unpleasant squeaking noise while being moved. The Committee have been informed that a Committee   |

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of catering officers has designed a compact trolley keeping in view the various facilities. The introduction of new trolleys is stated to be under consideration. The Committee would like this matter to be finalised quickly and the new type of trolleys put into use expeditiously.

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10.67

The maintenance of the trolleys should receive special care and attention so as to bring about sustained improvement. The Committee would like to be informed of the action taken in pursuance of these recommendations.

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10.70

The Committee find that with the introduction of the scheme of 'ready to serve' meals from base kitchens, dining cars are being replaced by pantry cars in the trains. The Committee consider that in order to ensure that the new system serves adequately the requirements of the passenger the base kitchens need to be modernised on a priority basis under a time bound programme. The Committee also suggest that the setting up of the new base kitchens at the stations should be so planned that there is no long interval between the time of cooking/picking up of food from the base kitchens and the time of its service to the passengers to avoid deterioration in the quality and the taste of cooked food served to the passengers

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10.71

The Committee feel that normally it should be possible to ascertain the requirements of passengers and place the orders on base kitchens well in advance. If, however, due to any emergent circumstances, the food has to be cooked in the pantry there should be standing guidelines prescribed in this behalf to ensure not only proper cooking and service but also checking against any malpractices. The Committee would like to be informed of the detailed



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|     |       | action taken by the Railways in pursuance of the above recommendations.   |
| 114 | 10.72 | The Committee attach great importance to maintenance of proper cleanliness and hygienic conditions in the pantry cars for it is from this base that most of the service takes place. It is of the utmost importance that the supervisor exercises strict and close supervision to see that the food articles are kept in a most hygienic manner free from any contamination. Adequate number of hot cases etc., may also be provided in the pantry cars to ensure service of hot food.  |
| 115 | 10.80 | The Committee need hardly stress that proper training of catering personnel is a prerequisite for improving standard of catering. The Committee regret to note that in spite of the recommendations of the Railway Catering and Passenger Amenities Committee, made as far back as 1967, no satisfactory arrangements have been made for the training of catering staff.  |
|     | 10.81 | The Committee are surprised to note that no specialised training is given to the Gazetted Officers who deal with the departmental catering on the Railways. The Committee are unable to appreciate the contention of the Ministry of Railways that specialised training in detail is not considered necessary for gazetted officers dealing with departmental catering as their functions are supervisory and managerial. In the absence of adequate training and knowledge, the officers may not be able to appreciate fully the problems connected with the catering and to take prompt and appropriate decisions to improve the catering services. The Committee, therefore, consider that the training of supervisory officers is very necessary and should |

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|     |       | receive serious attention of the Ministry. A phased programme for the training of all such officers be drawn up and implemented so that there is at least one senior officer well versed in catering matters on each Division.  |
| 116 | 10.82 | The Committee regret to note that in spite of the recommendation of the Catering and Passenger Amenities Committee as far back as 1961 no meaningful programme for training the supervisory staff had been put through. Had the Railways been serious in implementing the recommendations of the Catering Committee in this regard, there should have been no insuperable difficulty in training the requisite number of supervisory staff by now. The Committee urge that a time-bound programme for training of these officers may be prepared and implemented.   |
| 117 | 10.83 | The Committee need hardly stress that the quality of food is dependent on the quality of cooking. The importance of proper training of Cooks/Chefs, therefore, cannot be over-emphasised. The Committee, however, find that out of 858 cooks/asstt. cooks in departmental catering unit,, 154 persons only have been trained so far. The Committee cannot help concluding that the importance of training of cooks/chefs has not been fully realised by the Railways. They recommend that training facilities for them should be arranged zone-wise/division-wise and that all the cooks/asstt. cooks should be trained within a time frame. It should also be ensured that in future only trained personnel with adequate experience are appointed to the responsible and sensitive position of cooks. |
| 118 | 10.84 | It should be possible for the Railways to take the active help of Institutions of Catering, leading hotels and restaurants of repute including the Railway Hotel at Puri and cater-   |

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|     |       | ing organisation of Indian Air-lines to organise and impart practical training to cooks chefs as per programme to be drawn up in that behalf. The Committee a'so recommend that refresher courses may also be arranged for cooks/chefs.   |
| 119 | 10.85 | Another important matter relates to the proper service of meals, refreshments and the need for observing canons of hygiene. The Committee stress the need for imparting training to the bearers and vendors on a systematic and sustained basis with a view to bring about effective improvement in service to the customers. On the spot training facilities may be arranged at large stations at a time when there is no pressing rush of customers for catering.   |
| 120 | 10.86 | The question of training of all categories of catering personnel should receive the serious attention of the Railways that it deserves and a time bound programme for the purpose may be drawn up and implemented and the Committee informed.   |
| 121 | 10.87 | The Committee stress that training in the various aspects of catering should be a qualification for recruitment of staff for the catering units of the Railways.  |
| 122 | 10.88 | It has been seen that a large number of bearers etc. working in departmental catering units of railways are casual employees working on daily wage basis. The Committee feel that the casual employees whose stay with the catering units is uncertain for obvious reasons cannot be imparted proper training and if training is imparted to them it may prove to be of no use as they can leave the employment at any time. In the interest of efficiency of catering services the Committee feel that the bearers |

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|     |        | and kitchen staff working in departmental catering units should as far as possible be employed on a regular basis. The bearers and other service staff of the catering units should be provided with smart looking and neat uniforms which they should be required to wear while on duty.  |
| 123 | 10.97  | The Committee find that the Railways made several upward revisions in the Catering charges during the years 1973 to 1975. The Committee stress the need for providing wholesome food to the passengers at reasonable rates. It is, therefore, essential to ensure that the wastages are avoided and overheads kept to the minimum.   |
| 124 | 10.98  | It had been brought to the notice of the Committee that quite often the amount charged by the bearers who serve refreshments/meals on the trains is more than the tariff fixed by the Railways. They suggest that in order to avoid over-charging by the bearers, it may be better to have the charges for five or six commonly served items printed prominently on the receipt itself. The presentation of bills by the bearers to the passengers should also be made compulsory alongwith the meal and serious note taken of any complaint from the passengers in this regard. |
| 125 | 10.99  | The tariff for main meals and snacks may also be displayed in the Carriages so that the passengers have ready access to the approved tariff rates and the bearers are not able to over-charge.   |
| 126 | 10.100 | The Committee would like Railways to consider how the system of incentive wages to bearers may be devised so as to put emphasis on satisfactory service to customers.  |

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| 127 | 10.106 | The Committee find that the Departmental Catering Units of the Railways have earned a profit of Rs. 42.16 lakhs in 1975-76 as against a loss of Rs. 3.60 lakhs in 1974-75. They would, however, like to point out that there has also been increase in tariff rate of meals etc. twice during 1975, once in February, 1975 and again in June 1975. The extent to which the increase in tariff rate has contributed to the profit earned by the catering units has not been indicated. The Committee stress the need for taking all possible steps to effect economies and improve the efficiency of departmental catering with a view to providing better catering service to the passengers at reasonable rates. |
| 128 | 10.107 | The Committee would also suggest that departmental catering accounts may be maintained Catering Unit station-wise so as to monitor the results and take timely remedial measures, wherever necessary.   |
| 129 | 10.108 | The Committee have also been informed that instructions have been issued to the Railway Administrations that while framing the Works Programme, they should propose funds to the extent of profits earned by the catering department for effecting improvements in the catering services. The Committee desire that these instructions may be kept in mind by all the Railways and the amount actually spent on the improvement of catering services at least to the extent of profit earned from it.   |
|     | 10.109 | The Committee are sanguine that if the profits earned by Railways from catering are ploughed back in well thought out schemes, these would not only yield greater revenues, but would also make for better service to the passengers thereby earning their goodwill.  |
| 130 | 11.21  | The Committee need hardly point out that one single factor which causes greatest incon-   |

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|     |       | venience to the passengers is over-crowding in the trains especially in unreserved Second Class compartments. What is distressing is that according to the assessment of the Ministry of Railways the additional traffic expected to be generated during the Fifth Five Year Plan will not be fully catered for with the result that instead of any reduction in the present level of over-crowding, the over-crowding in trains is likely to be still more at the end of the Plan period. The Committee view this with concern and desire that effective measures be taken to relieve over-crowding specially in long distance trains to alleviate the hardships of the Second Class passengers who constitute the bulk of travelling public.     |
| 131 | 11.22 | It has been pleaded by the Railways that on important routes, there are limitations of line capacity, terminal facilities, availability of rolling stock etc. The Committee consider that these difficulties are not insurmountable and can be overcome with determination and forward looking planning. The Committee have no doubt that Railway administration will continue to make determined efforts to introduce more trains to meet the needs of passenger traffic and reduce congestion and over-crowding. The Committee urge that greater attention and determined efforts should be made to speed up the trains, nationalise the routes and halts of various trains and improve the utilisation of coaches (passenger trains kms. etc.). |
| 132 | 11.23 | The Committee find that the trains space available for Second Class passengers in Mail Express Trains except on Janata Express is 66-97 per cent whereas the number of travellers in Second Class is 99 per cent of the total passengers. The Committee consider that the basic and foremost concern of the Railways as a pre-   |

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mier public transport is to provide quick and easy means of communications to the teeming millions of the country. The Committee consider that so long as the Railways are not in a position to assure a seat to a Second Class Passenger on important and long distance trains, any augmentation in the provision of air-conditioned and I class accommodation does not appear to be justified. The Committee also have an impression that very large number of persons who travel in higher classes particularly in First Class or 'Air-Conditioned' do so either on Government account or on Railway passes or at the expense of companies. The Committee, therefore, stress that the Ministry of Railways should review the desirability of providing accommodation in the trains, at the present scale for 'Air-Conditioned' and First Class passengers.

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11.24

The Committee also note that the Minister of Railways announced in Lok Sabha on 11 June, 1977 that additional long distance trains which would be introduced in the coming years shall all be classless 'Janta' trains. Further, wherever feasible, the load of important trains which are on electric traction would be increased from 18 to 20 coaches so that over-crowding could be reduced to that extent. While the Committee welcome the above measures, they suggest that additional coaches in the existing trains and all coaches in the new trains may be provided for Second Class passengers only till the over-crowding in this class is eliminated.

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11.25(1)

The Committee also suggest the following measures to reduce over-crowding in the trains:—

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|     |          | (1) For trains which involve a short distance day journey of not more than six hours, the Railways have provided chair cars in some of the trains. The Committee suggest that in order to provide more accommodation and to reduce over-crowding, a time bound programme should be drawn up to replace the First Class conventional coaches in all Mail/Express trains by chair cars accommodation for short distance day journeys.                  |
| 135 | 11.25(2) | There has been favourable public reaction to the recent introduction of air-conditioned two-tier coaches which have 48 berths as against 24 berths in conventional First Class coaches. The Committee suggest that such coaches which have been provided only in a few trains at present may be provided for night journeys in all air-conditioned trains in a phased manner to provide additional comfort and more accommodation to the passengers. |
| 136 | 11.25(3) | The introduction of longer Second Class coaches with 100 seats as against 80 at present by reducing the number of doors and by increasing the length of the coaches also needs to be expedited to provide much needed relief to the Second Class passengers.   |
| 137 | 11.25(4) | The result of the introduction of double-decker coaches on a suburban section of Madras should be analysed with expedition and if found suitable, such double decker coaches with necessary improvements made in the light of experience may be introduced on other Railways as per a time bound programme to be drawn up in that behalf.  |
| 138 | 11.25(5) | The measures taken recently to check ticketless travelling are stated to have helped in re-  |



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|     |          | <p>ducing the menace of ticketless travelling. The Committee would stress the need for continued concentrated drive against ticketless travelling, especially in suburban sections where this was more prevalent to reduce overcrowding and to augment revenues.</p>  |
| 139 | 11.25(6) | <p>The shortage of funds is also stated to be one of the limitations in taking up the works which can help in reducing over-crowding. The Committee suggest that the Ministry should examine the feasibility of raising funds from financial institutions like LIC and nationalised banks, etc., for introduction of additional long distance Janta Mail Express trains which are remunerative in operation.</p>  |
| 140 | 11.26    | <p>The Committee have no doubt that with the augmentation of the terminal capacities in the metropolitan towns, it would be possible for the Railways to augment the suburban services to the maximum extent necessary.</p>   |
| 141 | 11.27    | <p>It is noticed that the passenger amenities provided at railway stations in suburban areas are generally inadequate as compared to the needs of daily commuters. The existing booking windows at these stations are unable to cope with the rush of passengers at peak hours. The lavatories, fans, foot over-bridges, covers over platforms are also not adequate to meet the requirements of the passengers. The Committee suggest that a fresh review be made of the passenger amenities at the suburban stations with special reference to the needs of the commuters of each region and amenities provided in adequate measure to meet their requirements.</p> |
| 142 | 11.29    | <p>The Committee find that the capacity of Integral Coach Factory is not being fully utilised</p>   |

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for the construction of coaches. The Committee urge the Ministry of Railways to take urgent measures for full utilisation of the capacity of Integral Coach Factory and to accord high priority for the construction of Second Class coaches to reduce over-crowding in the trains. The Committee would also urge that efforts should continue to be made to improve amenities in the Second Class coaches particularly on long distance trains.

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| 143 | 11.41 | <p>The Committee regret to note that in spite of the recommendation of the Railway Convention Committee (March, 1973) the study of the cost of operation of various classes of passenger services to assess the loss/profit on each class of travel on a realistic basis has not yet been completed. The Committee regret to note the inordinate delay in completing this study although the Railway Convention Committee were assured in October, 1973 that detailed cost studies with regard to various types of coaching services would be completed in the course of the next year. The Committee fail to understand how in the absence of firm cost analysis the fares for the various classes of travel are determined and how the losses on passenger travel are assessed. The Committee stress the need for completing the study expeditiously and to lay down a firm policy in regard to provision of various classes of accommodation keeping in view the objectives of the Railways and the cost of operation of different classes of coaching services.</p> |
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| 144 | 11.54 | <p>The Committee note that Railway employees continue to enjoy the privilege of a large number of free Passes and Privilege Ticket Orders and the value of such Passes and PTOs during 1975-76 was Rs. 60.46 crores and Rs. 5.48</p> |
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crores respectively. The Committee are concerned to find that notwithstanding the recommendations of the Estimates Committee, Railway Convention Committee as well as the Pay Commissions' appointed by Government, the Ministry of Railways have continued to allow large travel concessions to Railway employees in the form of free Passes and PTOs. The matter is, however, stated to have been again taken up for review. The Committee stress that these privileges allowed to railway officers and staff are not in keeping with the spirit of the present times and changing social milieu. There is imperative need for rationalising the number of PTOs allowed to different classes of railway officers and staff as well as to relieve overcrowding in trains.

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11.55

The Committee would like to be informed of the concrete measures taken in pursuance of these recommendations about free Passes and concessional PTOs in respect of officers and staff who would be joining Railway hereafter and the retired railway employees.

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12.5

It is surprising that in spite of the assurance given to the Railway Convention Committee in October, 1973 that constrant liaison was being maintained with the State Electricity Boards, as many as 339 stations have remained without electrification even though electric power is available in their vicinity. The Committee are particularly concerned that a large number of stations have remained un-electrified on Northern, Central, Western, North-eastern and Eastern Railways. If the Railways had in fact, established proper liaison with the State Electricity Boards as assured to the RCC, the Committee see no reason why the Railways could

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|     |       | not get power as soon as it reached the vicinity of railway stations. In fact the Committee consider that by proper planning the fittings etc. should have been completed and synchronised with the availability of power.   |
| 147 | 12.6  | Even in respect of stations which have been programmed for electrification by the Railways by 1977-78, it has been stated by the Ministry that electrification was subject to satisfactory settlement of unusual demands of voluntary loan contribution/purchase of rural electrification debentures etc. being made by some of the Electricity Boards. The Committee are not satisfied with this reply. In the opinion of the Committee, the Railways should have settled the matter directly with the Electricity Boards, and failing that they should have used the good offices of the Central Electricity Authority to resolve the matter instead of allowing the matter to linger on indefinitely. |
| 148 | 12.7  | The Committee stress that the Railways should prepare a time-bound programme for electrification of all the stations which have electric power in their vicinity so that the benefit of electrification is available to the Railway users also.  |
| 149 | 12.13 | The Committee find that the Railway Time Table being brought out at present is complicated and it is difficult to locate the timings for all stations en-route for any train. Even for journeys between major cities under the same Zonal Railway reference has to be made to several tables and there are at times not even proper reference given to the connecting tables. The Committee, therefore, desire that steps be taken for simplification and rationalisation of   |

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|     |       | the Railway Time Table with a view to increasing its utility to the common railway traveller.   |
| 150 | 12.14 | The Committee find that an abridged time table has been brought out by the South Eastern Railway. The Olavakkot Division has also brought out a point to point time table. The Committee desire that the form and contents of these time tables may be examined with a view to adapting them by the Railways in the light of users' reactions. In fact, there should be a continuous research in the light of passenger's requirement and suggestions to simplify and rationalise the format of Railway Time Table. |
| 151 | 12.15 | The Committee suggest that information in respect of trains of wide interest to travelling public on particular sectors may be prominently displayed on boards at various stations. Small folders giving abstract timings of various trains in different directions may also be made available to the passenger in English, Hindi and regional languages at a nominal price.  |
| 152 | 12.19 | The Committee feel that generally the passengers are not aware of the existence of medical facility on the Railways and it would be helpful if the passengers are informed about it through display notices put up in coaches.  |
| 153 | 12.20 | The Committee suggest that in case of serious illness it should be the duty of the Railway medical officer to arrange for the services of a medical specialist and, if necessary, for his admission to the nearest hospital at the expense of the passenger, if so requested by him.  |
| 154 | 12.21 | The Committee suggest that patent medicines in common use like Saridon, Aspro, etc. may be made available for sale to the passen-   |

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gers in long distance trains. Stalls may also be provided at important stations for the sale of medicines and these may preferably be allotted to suitable unemployed graduates.

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12.22

The Committee suggest that the Railway may through suggestion card system ascertain periodically—say once in a quarter—the reactions of the passengers to the various amenities provided at stations and in trains and invite their suggestions to improve them further. The reactions and suggestions of the passengers may be particularly invited in regard to general cleanliness booking facilities, behaviour of the staff, etc. The Committee would stress that if the suggestion card system is to serve any useful purpose, there is need to take proper and prompt follow up action in the light of the reactions and suggestions of the passengers. They would like the passengers' opinions and the improvements made in the light thereof to be brought to the notice of Railway Users' Consultative Committees at Divisional Zonal and National levels.

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12.23

The Committee attach the greatest importance to the implementation of the recommendations made to this report. The Committee suggest that the Railway may select one station in each zone to improve the standard of maintenance of various services and provide all the passengers amenities there as per the norms which may be evolved by the Railways so that these stations can serve as model stations for providing amenities to passengers at other stations.