

**ESTIMATES COMMITTEE
(1978-79)**

(SIXTH LOK SABHA)

THIRTY-SECOND REPORT

MINISTRY OF RAILWAYS

Action Taken by Government on the recommendations contained in the Tenth Report of the Estimates Committee (Sixth Lok Sabha) on the Ministry of Railways—Passenger Amenities.

Presented to Lok Sabha on 27 APR 1979



**LOK SABHA SECRETARIAT
NEW DELHI**

April, 1979/Chaitra 1901 (S)

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THIRTY-SECOND REPORT OF ESTIMATES COMMITTEE (1978-79)

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(1978-79)

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Shri H. C. Bahl—Senior Financial Committee Officer.

STUDY GROUP 'J'

ESTIMATES COMMITTEE
(1978-79)

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10. Shri Ugrasen
11. Shri K. P. Unnikrishnan.

INTRODUCTION

I, the Chairman of the Estimates Committee having been authorised by the Committee to submit the Report on their behalf, present this Thirty-second Report on action taken by Government on the recommendations contained in the Tenth Report of the Estimates Committee (Sixth Lok Sabha) on the Ministry of Railways—Passenger Amenities.

2. The Tenth Report was presented to Lok Sabha on 28th February, 1978. Government furnished their replies indicating action taken on the recommendations contained in that Report by 30th September, 1978. The replies were examined by the Study Group 'J' of Estimates Committee at their sitting held on 3rd April, 1979. The draft Report was adopted by the Estimates Committee (1978-79) on 11th April, 1979.

3. The Report has been divided into the following Chapters:—

I. Report.

II. Recommendations which have been accepted by Government.

III. Recommendations which the Committee do not desire to pursue in view of Governments' replies.

IV. Recommendations in respect of which replies of Government have not been accepted by the Committee.

V. Recommendations in respect of which final replies of Government are still awaited.

4. An analysis of action taken by Government on the recommendations contained in the 10th Report is given in Appendix IV. It would be observed therefrom that out of 156 recommendations made in the Report, 113 recommendations i.e., 72.5 per cent have been accepted by Government and the Committee do not desire to pursue 15 recommendations i.e., 9.6 per cent in view of Government's replies. Replies of Government have not been accepted by the Committee in respect of 15 recommendations i.e., 9.6 per cent. Final replies of Government in respect of 13 recommendations i.e., 8.3 per cent are still awaited.

New Delhi;

April 23, 1979

Vaisakha 3, 1901.

SATYENDRA NARAYAN SINHA,

Chairman,

Estimates Committee.

CHAPTER I

REPORT

1.1. This report of the Committee deals with the action taken by Government on the recommendations contained in their Tenth Report (Sixth Lok Sabha) on Ministry of Railways—Passenger Amenities which was presented to the Lok Sabha on 28th February, 1978.

1.2. Action taken notes have been received in respect of 156 recommendations contained in the Report.

1.3. The Action Taken notes on the recommendations of the Committee have been categorised as follows:

(i) Recommendations/Observations that have been accepted by Government

Sl. Nos. 4, 7, 10, 12, 15 to 25, 27, 28, 30, 32 to 35, 37 to 39, 41 to 43, 45 to 53, 55 to 58, 60, 62, 63, 65 to 70, 72, 73, 75 to 84, 86 to 90, 92, 93, 95 to 107, 109, 110, 112, 113, 114, 116, 118, 119, 122 to 124, 126 to 138, 140, 142, 149 to 151, 154 and 156. (Total 113—Chapter II).

(ii) Recommendations which the Committee do not desire to pursue in view of Government's replies

Sl. Nos. 8, 31, 36, 40, 44, 59, 61, 74, 91, 117, 121, 125, 139, 143 and 153 (Total 15—Chapter III).

(iii) Recommendations/observations in respect of which Government's replies have not been accepted by the Committee

Sl. Nos. 5, 6, 9, 13, 14, 54, 64, 85, 94, 141, 144, 145, 148, 152 & 155 (Total 15—Chapter IV).

(iv) Recommendations/observations in respect of which Government's replies are of interim nature

Sl. Nos. 1, 2, 3, 11, 26, 29, 71, 108, 111, 115, 120, 146, 147 (Total 13—Chapter V).

1.4. The Committee will now deal with the action taken by Government on some of their recommendations.

**Review of List of Passenger Amenities—
(Paras 2, 16, 2.17—S. Nos. 1-2)**

1.5. The Committee had taken note of the fact 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 could hardly be considered as passenger amenities. The Railway Convention Committee had recommended as early as March, 1973 that the question whether the provision of such facilities should be treated as a part of the normal obligations 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 should be gone into by the National Railways Users' Consultative Committee. The Committee regretted that instead of implementing the recommendation of the Railway Convention Committee which was made as far back as March, 1973 and which was accepted by the Ministry of Railways, the Ministry proposed to refer the matter back to the Railway Convention Committee for their reconsideration. The Committee recommended that the list of passenger amenities be reviewed without delay in consultation with the representatives of the NRUCC. They also stressed that only those items be retained in the list which strictly constitute passenger amenities proper and conform to the popular conception of the term 'passenger amenities'.

1.6. In their reply the Ministry have stated that three items, namely, provision of additional foot over-bridges, provision of washable aprons and extension of platforms to accommodate full length trains have since been deleted from the list of passenger amenities. The opening of new flag stations or conversion of halt stations into flag stations has also been excluded from the list of passenger amenities. The deletion of the item of additional coaches to compensate the loss in seating capacity, is also being considered. The Ministry have added that, as recommended by the Committee, the list of passenger amenities will be reviewed in consultation with the representatives of the NRUCC as soon as the Council is reconstituted for the current term.

1.7. The Committee are unhappy to note that inspite of the recommendation of the Railway Convention Committee as far back as March, 1973 and their own recommendation in November, 1977 the list of passenger amenities has not been placed before the National Railway User's Consultative Committee (NRUCC) for a

review so far. The Committee are unable to understand the reasons for inordinate delay in placing the matter before the NRUCC. The Committee would like to reiterate that the list of passenger amenities should be reviewed without delay in consultation with the representatives of NRUCC. As already suggested only those items which strictly constitute passenger amenities proper and conform to the popular conception of the term 'Passenger Amenities' should be retained in the list.

Provision of Basic Amenities—(Para Nos. 2.31—33—S. Nos. 5-6)

1.8. The Committee noted with regret that the Railways had failed to provide passenger amenities as per the norms at all the stations. Inspite of the recommendation of the Railway Convention Committee in their Fourth Report in March, 1973 no perspective plan had been prepared for provision of basic amenities like drinking water facilities, toilet facilities, waiting halls, proper booking arrangements, etc. The Chairman, Railway Board had stated in evidence before the Committee that it was possible to draw up a perspective plan and there was no difficulty about that. The Committee recommended 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.

1.9. In their reply, the Ministry of Railways have stated that "a time bound programme was drawn by the Railway administration as far as the basic amenities are concerned. Railways have completed the provision of these basic amenities by 31-3-71. This was reviewed in 1977." The Ministry have, however, contended that improvements/augmentation of the basic amenities has to be a continuous process as there is a steady increase in the passenger traffic. With the changing pattern of traffic and difficulty for resources it may not be practical to lay down any long term perspective plan with definite priorities."

1.10. The Committee are not satisfied with the reply furnished by the Ministry. Although the provision of basic amenities on various stations is stated to have been reviewed in 1977, the Committee have not been informed of the outcome of this review and the follow up action taken in this regard, if any. The Committee are surprised at the reply of the Ministry that "with the changing pattern of traffic and difficulty of resources it may not be practicable to lay down any long term plan with definite priorities" for

the provision of passenger amenities. This is contradictory to the statement of the Chairman, Railway Board made before the Committee that it was possible to draw up a perspective plan and there was no difficulty about that. The Committee consider that in the context of constraints of resources it is all the more necessary that definite priorities are laid down for the provision of amenities to the passengers at various stations. They reiterate that immediate action should be taken to prepare a perspective plan.

Funds for Passenger Amenities (Para 2.46, S. No. 9)

1.11. The Committee pointed out that as compared to revenue earnings, the expenditure on Passengers and other Users' Amenities had worked out to only 0.15 per cent and 0.19 per cent in 1974-75 and 1975-76. This could by no means be considered as adequate for providing amenities to the millions of passengers. The Committee recommended 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.

1.12. In their reply, the Ministry of Railways have stated that while presenting the Railway Budget for 1978-79, it was announced by the Minister for Railways that he was considering the question of increasing the allotment from Rs. 4 crores to Rs. 5 crores for passenger amenities. The works programme for 1979-80 is being framed on this basis. The Ministry have, however, contended that keeping in view the fact that all plan expenditure is subject to the Government's overall resources position, it is not considered feasible to earmark a percentage of earnings from passengers for expenditure on Passenger Amenity Works. However, the provision for additional passenger and Railway Users' Amenities schemes will be kept continuously under review from year to year and efforts will be made to provide optimum outlays subject to the Government's overall resources position.

1.13. The Committee note that the Ministry have agreed to increase the allotment of funds for passenger amenities from Rs. 4 crores to Rs. 5 crores. The Committee are, however, not satisfied with this increase in the allotment. In view of the fact that there has been considerable increase in the passenger traffic as well as the price level since 1965, when the RCC recommended an allocation of Rs. 4 crores for passengers and other Railway Users' amenities the amount of Rs. 5 crores can, by no means, be considered

adequate for providing amenities to the millions of passengers. The Committee therefore, reiterate that the amount provided for passenger amenities should be considerably enhanced and this should in no case be less than Rs. 4 crores related to the price level obtaining in 1965.

**Accident Compensation Safety and Passenger Amenities
Fund (Para 2.63, S. No. 13)**

1.14. The Committee found that the Accident Compensation Safety and Passenger Amenities Fund had been constituted with effect from 1-4-74 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 travelling on the Railways and also for providing passenger amenities. The Committee had been informed that while allocating funds for the annual plan 1977-78 by the Planning Commission, the resource availability from this Fund had been taken into account for fixing the total Plan outlay. The Committee felt that as this Fund had 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, considered 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.

1.15. In their reply, the Ministry of Railways have stated that all expenditure is now broadly categorised as 'Plan' and 'Non-Plan'. As expenditure on works irrespective of their source of financing will constitute plan expenditure, it may not be feasible to keep the allocation of funds on passenger amenities from out of the Accident, Compensation Safety and Passenger Amenities Fund outside the allocation of funds by the Planning Commission.

1.16. The Committee have no objection to the expenditure on passenger amenities works being treated as 'Plan expenditure' and allocation of funds for these works being made by the Planning Commission. They however reiterate that as the Accident, Compensation, Safety and Passenger Amenities Fund has been created by levying a surcharge on passenger tickets it stands on a different footing than other railway funds. Therefore, any amount allotted for passenger amenities out of this fund should be in addition to the annual allocation for this purpose from other railway funds.

Provision of Amenities for other Railway Users' out of Accident Compensation Safety and Passenger Amenities Fund (Para 2.64, S. No. 14)

1.17. The Committee observed that as the Accident Compensation Safety and Passenger Amenities Fund had been created out of levy on passengers, the incurring of expenditure on providing goods platform and the covers over them out of this Fund did not appear to be justified and needed careful reconsideration.

1.18. In their reply, the Ministry of Railways have stated that Railway Convention Committee, 1954 had extended the scope of passenger amenities to include amenities for all users of Railway transport. Since then there is a combined list of items of amenities both for passengers and other Railway users. The cost of all these items is charged to Development Fund—I and no distinction is made whether an amenity pertains to passengers or to other Railway users. The goods platforms and covers over them provide facilities to the users of Railway Transport, and at the time the Accident Compensation, Safety and Passenger Amenities Fund was constituted, these works did not find a place in the list of amenities chargeable to Development Fund—I. In view of this and as no allocation distinction is made between a passenger amenity and an amenity of other users of Railway Transport, their cost was charged to Accident Compensation, Safety and Passenger Amenities Fund, even though the Fund was created by a levy on Passengers. According to the Ministry, the matter has been reconsidered and it is felt that the present arrangement may not be disturbed, particularly because of paucity of resources under Development Fund.

1.19. The Ministry of Railways have however accepted the suggestion of the Committee made in paragraph 2.47 of the report that there should be separate allotment of funds for amenities to 'passengers' and 'other Railway users'. The Ministry have stated that subject to certain adjustments, arrangements are being made to bifurcate the outlay on work of the two categories and indicate separately the allotments for 'Passenger Amenity Works' and 'Works on other Users' Amenities with effect from the Works Programme, 1979-80.

1.20. The Committee find that in pursuance of their recommendation made in Paragraph 2.47, the Railways have already agreed

to bifurcate the outlay on passenger amenities works in two categories and indicate separately allotments for passenger amenities works and works on other users' amenities with effect from the works programme for 1979-80. In view of this bifurcation of the allocation of funds for the two categories of works effected from the year 1979-80, the Committee feel that the expenditure on items like goods platforms and covers over them should be met out of allotments of funds from the Development Fund for other Railway Users. There is no justification for meeting this expenditure from Accident Compensation Safety and Passenger Amenities Fund which has been created by levying a surcharge on passenger tickets and thus stand on a different footing than other Railway funds.

Provision of Lights and Fans—(Para 4.19, S. No. 26)

1.21. The Railway Board had appointed a Committee in January, 1977 to review the present minimum standard of lighting in public places maintained by the Railways and also lay down the norms for provision of lighting and fans in these places Stressing the need for providing adequate lighting and fans in the waiting halls, the Committee desired that the report of the Committee appointed by the Railways should be finalise dexpeditiously, and the deficiencies that may be found should be made good by all the Railways at all the stations within a time bound programme.

1.22. In their reply (August, 1978) the Ministry of Railways have stated that "the review Committee had been requested to expedite the report."

1.23. The Committee are unhappy over the delay in the submission of the report by the Review Committee which was appointed as early as January, 1977. The Committee desire that the Review Committee may be asked to submit its report within three months, if not, already done. A time bound programme may be drawn up to make good the deficiencies in the provision of lighting and fans in the public places maintained by the Railways in the light of norms that may be laid down by the Review Committee.

Facilities for Safaiwalas—(Para 4.21, S. No. 28)

1.24. The Committee recommended that a separate room should be provided at important stations for the Safaiwalas to enable them

to keep their brooms and other equipments. Arrangements for bath and toilet should also be made in this room to enable the safaiwalas to have a wash after finishing their work.

1.25. In their reply, the Ministry have stated that a similar point was raised by the then Standing Voluntary Help Committee for Railways in 1975. This had been examined and the Railways were advised to take further necessary action in the matter of providing at important railway stations a store-room for storage of implements and a bath room for washing purposes for the safaiwalas.

1.26. The Committee regret to note that the reply furnished by the Ministry of Railways is incomplete in as much as they have not intimated the action taken by the Administrative Railways to implement the decision of the Railway Board to provide for the safaiwalas at important railway stations, store room for storage of implements and a bath room for wash purposes. The Committee, reiterate their recommendation in this regard and like the Ministry to ensure that it is actually implemented by the Railways with intimation to the Committee.

Indication of Coach and Berth/Seats numbers on Tickets—(S. No. 49, Para 6.22)

1.27. The Committee (1977-78) had been informed that in respect of reserved accommodation the coach and berth/seat numbers were written on the tickets. The Committee had stressed that there was need for constant watch in this regard to avoid inconvenience to the passengers and that it should also be ensured that Travelling Ticket Examiners on duty at the stations were courteous and helped the passengers in locating their seats. Prompt and deterrent action should be taken against the officials who fail in their duty to the passengers.

1.28. In their reply, the Ministry have stated that observations of the Committee have been noted. Instructions have been reiterated to the Railway administrations that the coach and seat/berth numbers are written legibly on the tickets. Travelling Ticket Examiners on duty at the stations are required to be courteous and helpful to the passengers in locating their seats/berths. Cases of incivility, rude behaviour, unhelpful attitude to passengers are seriously viewed.

1.29. It has been brought to the notice of the Committee that the coach and berths/seat numbers are not written on tickets in all

cases with the result that the passengers holding reservation tickets are put to a great inconvenience in locating their coaches and seats. The Committee would like to stress that mere reiteration of instructions by the Railways would not be of much help unless it is ensured by the Railway authorities that the coach and seat/berth numbers are invariably written legibly on the tickets and the Travelling Ticket Examiners on duty help the passengers in locating their seats/berths. It will facilitate the task of Railway staff in indicating the coach number and that of the passenger in locating the relevant coach if every coach is serially numbered as Coach No. 1, 2, 3 and so on and the serial number of the Coach is displayed prominently on both sides of the coach as well as on the tickets.

In fact such a numbering on the Coaches will also be of immense help to non-travelling public in locating the right compartment and meeting their guests without difficulty.

Reservations from Intermediate Stations—(Para 6.32, S. No. 54)

1.30. The Committee on Reservations and Booking suggested introduction of a system providing for the travelling ticket examiners manning sleeper coaches to send advance intimation about the vacant berths/seats. The Committee were informed that the Railway 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 desired that the system should be introduced early at all such stations to avoid inconvenience to the passengers and the scope for corruption.

1.31. In their reply, the Ministry have stated that the system of Travelling Tickets Examiners manning sleeper coaches/sending advance information about vacant berths/seats in the coach to stations ahead was tried by some of the Railways but was not found feasible due to practical difficulties. Important Mail/Express long-distance trains generally carry a large number of sleeper coaches. Apart from those with confirmed reservations, passengers who are not holding confirmed reservations even board the running train without the consent/knowledge of the train checking staff who have to allot available accommodation during the run of the train. It is, therefore, not possible within the short stoppage provided to these trains at intermediate stations, to determine and pass on information regarding vacant berths/seats in respect of various individual sleeper coaches on the train.

1.32. In the Bombay-New Delhi Rajdhani Express, VHF equipment with microwave system has been installed which is connected to selected points between Bombay and Ratlam. Information about availability of accommodation etc. in this train, is passed on to stations ahead on this system.

1.33. The Committee are not satisfied with the reply furnished by the Ministry. It is a matter of common knowledge that in the absence of advance information about the vacant berths/seats there is a great confusion and inconvenience caused to the passengers. This gives rise to scope for corruption in allotment of seats/berths enroute in the train by the travelling Ticket Examiners. The Committee note that in the Bombay-New Delhi Rajdhani Express information about availability of accommodation etc. is passed on to selected stations ahead on micro-wave system. They would like this system to be extended to other important trains also to avoid inconvenience caused to the passengers in getting reservations from intermediate stations and eliminate the scope for corrupt practices.

Charges for Retiring Rooms—(Para 8.16, S. No. 64)

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

1.35. In their reply, the Ministry had stated that the allotment of retiring rooms at stations is normally made for 24 hours and part thereof but the charges are recovered for a minimum of 24 hours. Even in the hotels the charges are levied for 24 hours and part thereof and not for 12 hours. The fixation of charges on 12 hourly basis will not only discourage the passengers from using the retiring rooms but will also cause inconvenience to them. For the passengers desiring to stay for short duration, waiting rooms with adequate facilities are already available at railway stations.

1.36. The Committee are not convinced by the reply furnished by the Ministry. The fixing of charges for retiring rooms on 12 hourly basis which would be about half of charges for 24 hours, would be welcomed by those passengers who desire to avail themselves of the facility of retiring rooms for twelve hours or less as well as those who stay for more than 24 hours and less than 36 hours. The Committee are unable to understand how this will discourage the pas-

sengers from using the retiring rooms or cause inconvenience to them. The Committee therefore, reiterate their recommendation that the Railways should consider fixing the charges for these rooms on 12 hourly basis instead of the present system of charging them on 24 hourly basis.

Provision of Dormitories—(Para 8.19, S. No. 67)

1.37. The Committee found that whereas the retiring rooms had been provided at 254 stations, the dormitory type of retiring rooms, which provided accommodation at cheap rates to the travelling public, had been provided only at 58 stations and were programmed for construction at nine more stations. The Committee urged that dormitories be provided under a time bound programme at all important stations where there was established demand for them for the facility of the passengers. They also recommended that in future when accommodation for passengers' stay at stations was to be provided, the emphasis should be more on dormitory type of accommodation than on retiring rooms.

1.38. In their reply, the Ministry have stated that "Retiring rooms|Dormitory accommodation is provided at important stations on a programmed basis taking into account the demand and availability of funds. The provision of dormitory type of accommodation is kept in view on the basis of demand from different types of clientele, local conditions of the place, availability of comparable type of accommodation in the vicinity etc.

1.39. The Committee find that the reply furnished by the Ministry is not complete. The Ministry have not informed them of their reaction to the preference being given to provision of dormitories in future programme of providing accommodation at the railway stations. The Committee reiterate 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.

Catering Services—(Para 10.12, S. No. 85)

1.40. Commenting upon the quality of tea/coffee served on the railway stations, the Committee observed that it was a general complaint of travelling public that tea/coffee served on the Railway Stations particularly by the vendors and stalls on platforms was not of good quality and taste. The Committee suggested that the Railways should take the assistance of the Tea Board for procurement of good quality of 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.

1.41. In their reply, the Ministry of Railways have stated that tea is served on the Railways by catering establishments both managed departmentally as well as by private contractors. Departmental establishments procure tea from most reliable and reputed sources such as Tea Trading Corporation of India (a Government Undertaking), Spencers, Liptons, etc. and only standard brands of tea are used. Certain expertise has already been gained by the Railways in the preparation of tea over the years, and it is not considered necessary to have further expert opinion on this subject. A constant watch is kept on the quality of tea served to passengers by frequent inspections and surprise checks by officers and inspectors of the Medical and Commercial Departments of the Railways and defaulters are taken up severely.

1.42. The Ministry have added that the recommendation of the Committee, however, has been noted and instructions to ensure service of good tea to the passengers are being reiterated to the Railways and every effort would be made to ensure service of good tea to the passengers by units managed both departmentally as well as by private contractors.

1.43. The Committee would like to point out that mere reiteration of the instructions to ensure service of good tea to the passengers would not be of much use, unless positive steps are taken to improve the quality of tea/coffee served to the passengers. They are, unable to agree with the view of the Ministry that certain expertise has already been gained by the railways in the preparation of Tea over the years and it is not considered necessary to have further expert opinion on this subject. Despite the expertise claimed to have been gained over the period by the Railways, complaints persist that the tea/coffee served to the passengers is not of good quality and taste. The Committee, therefore, reiterate that the Railways should take assistance of the Tea/Coffee Board for improving the quality of tea/coffee served to the passengers.

Quality of Food—(Para 10.23, S. No. 88)

1.44. The Committee noted with concern that the quality of food served and the service rendered by the catering staff left much to be desired. There were general complaints about the food being of poor quality and the chapatis, paraunthas being not properly baked etc. The Committee stressed the need for sustained efforts to provide to the passengers nutritious, well balanced good quality food

prepared and served in hygienic conditions. There was also need to provide adequate number of hot cases and insulated trolleys for keeping meals hot for service.

1.45. In their reply, the Ministry have stated that "this recommendation is accepted. Instructions on these subjects have been reiterated to all Railways."

1.46. The Committee would like to stress that instead of merely reiterating the instructions the Ministry of Railways should take proper follow up action to ensure that there is a marked improvement in the quality of food served on the railways.

Quality of Catering—(Para 10.30, S. No. 94)

1.47. The Committee suggested that the Regional Catering institutes might be consulted for standardisation of menus for meals with a view to providing well-balanced and nutritious food. There might be seasonal variations in the menu to include the vegetables of the season. The zonal Railways Users' Consultative Committee might 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 were reviewed by the National|Zonal|Divisional Railways Users' Consultative Committees as a part of the standing agenda.

—

1.48. In their reply, the Ministry have stated that initially, the menus for Standard Thali Meals were finalised in consultation with the Regional Catering Institutes. The Railways have now acquired certain amount of expertise in this field and every endeavour is made to provide well-balanced and nutritious food to the passengers. Since finalisation of menu is a specialised function, it is felt that the present policy may continue as getting these menus approved by Consultative Committees would be a long drawn time consuming process and not a practical proposition. Furthermore, a train runs from one region to another region and recommendation of a Zonal Committee may not find favour in all regions.

1.49. The Committee find that the reply furnished by the Ministry is incomplete. The Ministry have not informed about the action taken on their suggestion to place before the Consultative Committees suggestions/complaints received from passengers in regard to the quality of catering. They reiterate that 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.

Passenger Amenities at Suburban Railways Stations—(Para 11.27, S. No. 141)

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

1.51. In their reply, the Ministry have stated that "augmentation of existing amenities/facilities is a continuing process. Existing facilities are periodically reviewed by the Railways who also put up a fresh proposals before Zonal Users' Consultative Committee while discussing Railways' annual programme for passenger amenity works. This committee recommends inclusion of new works in the annual works programme according to availability of funds. In view of the facts mentioned above, it is felt that there appears to be no further necessity of a "fresh review".

1.52. The Committee are unable to agree with the view of the Ministry that as the existing facilities, are periodically reviewed by the Railways, there is no necessity of a fresh review of passenger amenities at suburban stations. The fact that inspite of such periodical reviews, the amenities provided at suburban stations continue to be inadequate, shows that the matter has not received due attention. The Committee, reiterate that a fresh review be made of the passengers amenities at the suburban stations with special reference to the needs of the commuters of each region and amenities provided in adquate measure to meet their requirements.

Travel concessions to Railways Employees—(Para 11.54, and 11.55, S. Nos. 144 and 145)

1.53. The Committee noted that the Railway employees continued 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. The Committee were 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 had continued to allow large travel concessions to Railway employees in the form of free Passes and PTOs. The matter was, however, stated to have been again taken up for review. The Committee stressed that these privileges allowed to railway officers and staff were not in keeping with the spirit of the present times and changing social milieu. There was imperative need for rationalising the number of PTOs allowed to different classes of Railway Officers and staff. The Committee desired 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.

1.54. In their reply, the Ministry have stated that the grant of travel facility to railway employees is reviewed from time to time. This question has again been reviewed on the recommendations made by Third Pay Commission who suggested consideration of curtailment in the travel facilities enjoyed by railway employees. In any major industrial undertaking, as in the transport industry, the mutual expectations between the organisation and its labour are characterised by the unique peculiarities of the undertaking. These expectations shape in the course of the undertaking's history into a healthy and mutual relationship through the problems of growth and sustenance they face and overcome over long years in a mutuality of concern and devotion. Travel concessions to the employees on Indian Railways have, thus, historically grown as an integral part of the organisation. Rail, road and air transport organisations throughout the world grant travel facilities to their employees. The travel facilities granted by some foreign railways are even more liberal than on Indian Railways. In this background the travel facilities now granted to their employees by the Indian Railways flowing from a long history of service, will not bear any reduction without injury to the balanced harmony of relationship between the organisation and its labour. It will be a retrograde step and it is considered undesirable to precipitate any reduction in the present travel facilities granted to the railway employees.

1.55. The Ministry have also informed that it has since been decided that the persons appointed/promoted to gazetted rank after 1-8-69 will be issued first class passes/PTOs and not first class 'A' which would be issued to persons who were appointed/promoted or held gazetted post prior to 1-8-69. It has also been decided that the

employees appointed after 1-8-69 will be issued first class passes/PTOs when they draw a pay of Rs. 575/- p.m. and above.

1.56. It has recently been decided that railway officers who were previously eligible to take their entire family (wife and children) while performing journey on duty would hereafter be allowed only two berths on duty and they can take their minor children with them but have to manage only in a coupe or two berths.

1.57. The Committee are unable to agree with the Ministry's view's in this regard. For instance why a Railway Officer performing journey on duty should be allowed to take his wife or child on tour is beyond comprehension. They reiterate that these privileges (free passes and PTOs) allowed to railway officers and staff are not in keeping with the spirit of the present times and changing social milieu and there is imperative need for rationalising the travel facilities allowed to different classes of railway officers and staff.

~ ELECTRIFICATION OF STATIONS—(Para 12.7, S. No. 148)

1.58. Commenting upon the delay in the electrification of stations, the Committee stressed that the railways should prepare a time bound programme for electrification of all stations which had electric power in their vicinity so that the benefits of electrification was available to the Railways Users' also.

1.59. In their reply, the Ministry have stated that all efforts will be made to prepare a time bound programme for electrification of all stations which have electric power in their vicinity, subject to the prescribed guidelines and availability of funds.

1.60. The Committee find that the reply furnished by the Ministry is vague. They have not informed the Committee about the action taken by the Railways to prepare a time bound programme for the electrification of stations. The Committee, however, note that in his Budget speech on 20 February, 1979, the Minister of Railways informed Lok Sabha that he had decided to electrify in the coming year, all railway stations not so far electrified and located within a kilometre of an existing power supply line". The Committee welcome this announcement, which is in sharp contrast to the vague and laconic reply of the Ministry. They hope that the Ministry will now take all necessary steps to implement the assurance given by the Minister for the electrification of the stations during 1979-80.

MEDICAL FACILITIES—(Para 12.19, S. No. 152)

1.61. Commenting upon the medical facilities available to the passengers, the Committee felt that generally the passengers were not aware of the existence of the medical facilities on the railways and it would be helpful if the passengers are informed about it through display notices put up in coaches.

1.62. In their reply, the Ministry have inter-alia stated that in regard to publicity of these medical facilities the following para is published for the guidance of public in the railway time tables ("Trains at a Glance"—April, 1978).

"In case any medical aid is required on account of any sudden injury or illness please contact the Guard, Conductor or Coach Attendant who will arrange for a Railway Doctor to attend to supply medicines at the prescribed charges."

1.63. The Committee consider that mere publication of a paragraph in railway time table regarding medical aid available to the passengers will not serve the purpose as all the passengers do not have the railway Time Table. The Committee, therefore, reiterate that it would be helpful if the passengers are informed about the availability of medical aid through display notices.

SUGGESTION CARD SYSTEM—(Para 12.22, S. No. 155)

1.64. "The Committee suggested 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 also stressed 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 reactions and the suggestions of the passengers. They also recommended that the passengers' opinions and the improvements made in the light thereof be brought to the notice of Railway Users' Consultative Committees at Divisional, Zonal and National levels.

1.65. In their reply, the Ministry have stated that the Railways have already a system of ascertaining the reaction of the passengers about the deficiencies and defects in coaching stock, food served,

services, provided by the Railways etc. Suggestions/Complaints Books have been provided at all Railway Stations/Reservation Offices as well as with the staff in trains where passengers are welcome to record their suggestions on the various facilities provided. The reactions and suggestions of passengers are examined and corrective measures taken to the extent feasible.

1.66. The Railway Users' Consultative Committees at the Divisional and Zonal levels take up problems pertaining to the region and all suggestions made by members of these committees are examined and action as feasible taken. At the National level, 3 or 4 important subjects are taken by rotation, to make the discussions more purposeful and effective. Any suggestions received from the members are examined, and the action taken thereon indicated. However, any important improvement made in the amenities provided to passengers is always discussed by Railway Users' Consultative Committees functioning at various levels.

1.67. The Committee are not satisfied with the Ministry's reply. What the Committee had suggested was that the Railways should take the initiative and invite comments of the passengers through the suggestion card system in regard to various amenities provided by the Railways instead of leaving it to the passengers to record their suggestions/complaints in the suggestions/complaint books provided at railway stations. The Committee reiterate that the railways should through suggestion card system ascertain periodically the reactions of the passengers to the various amenities provided at the stations and in trains and to take proper and prompt follow up action in the light of the reactions and suggestions received.

Implementation of Recommendations

1.68. The Committee would like to emphasise that they attach the greatest importance to the implementation of the recommendations accepted by Government. They would, therefore, urge that Government should keep a close watch so as to ensure expeditious implementation of the recommendations accepted by them. In cases where it is not possible to implement the recommendations in letter and spirit for any reason, the matter should be reported to the Committee in time with reasons for non-implementation.

1.69. The Committee would also like to draw attention to their comments made in respect of the replies of Government to

recommendations at Serial Nos. 52, 70 and 101 (Chapter II). They desire that Government should take action in pursuance thereof and furnish the requisite information to the Committee, where specifically called for.

1.70 The Committee also desire that final replies in respect of the recommendations contained in Chapter V of this Report may be furnished to the Committee expeditiously.

CHAPTER II

RECOMMENDATIONS AND OBSERVATIONS THAT HAVE BEEN ACCEPTED BY GOVERNMENT

Recommendation (Sr. No. 4, Para No. 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.

Reply of Government

The list of passenger amenities will be reviewed in consultation with the representatives of N.R.U.C.C. as soon as the Council is reconstituted for the current term. The revised list as also any subsequent additions/alterations to the list will be indicated in the Budget documents presented to Parliament so that the Members of Parliament get an opportunity to express their views.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 29-8-78]

Recommendation (Sr. No. 7, Para 2.36)

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 superior 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 action for bulk manufacture of such coaches would be taken after satisfactory trials with a 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.

Reply of Government

A prototype BG II Class Sleeper Coach is being manufactured by I.C.F. on a 23.165 metres long Underframe (76 ft.) against the

present standard of 21.336 metres (70 ft.). This innovation is being made to ascertain the feasibility of providing extra amenities to the passengers with respect to additional bathrooms/toilets and wash basins. The prototype is likely to be completed this year and put into service trials to obtain passenger reaction, alongwith RDSO's prescribed investigation. After the prototype is fully proved in service, action will be taken for series production of this type of coaches in large numbers.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-
EC/VI/10 dated 29-8-78]

Recommendation (Sr. No. 10, Para 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'.

Reply of Government

As regards the recommendation that the expenditure under this plan head should be separately allotted for amenities to passengers and for other Railway users, a list of the categories of works falling under this Plan head is attached (Appendix I). Certain categories of works like general water supply arrangements, improvement of approaches, etc. cannot be identified exclusively with passengers or other users. Subject to adjustments in this regard, arrangements are being made to bifurcate the outlay on works of the two categories and indicate separately the allotments for Passenger Amenity Works and works on Other Users' Amenities. This will be brought into effect from the Works Programme 1979-80.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-
EC/VI/10 dated 29-8-78]

Recommendation (Sr. No. 12, Para 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

c.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."

Reply of Government

Instructions are being issued to the Zonal Railways to ensure that funds allotted for passenger amenity works are fully spent on works programmed for the particular year. Railways are also being instructed to ensure that works required for improving drinking water supply, lavatories at stations and provision of additional booking windows are given priority.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 29-8-78]

Recommendation (Sr. No. 15, Para No. 2.65)

The Committee find that the cost of foot over-bridge/sub-ways across the railway yards as well as the cost 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 consider that the matter requires careful re-examination. The Committee also recommended 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.

Reply of Government

Accident Compensation, Safety and Passenger Amenities Fund is to be utilised for payment of compensation, for improving safety

of travel and on passenger amenities. At the time the fund was constituted, the following safety items were specifically listed:—

- (1) Track circuiting or axle counters (including the cost of new wooden sleepers);
- (2) Automatic Warning System (AWS);
- (3) Vigilance Control Device;
- (4) Provision of lifting barriers at level crossings;
- (5) Interlocking of level crossing gates with signals;
- (6) Provision of Scotch light of reflective materials on sighting/warning boards; and
- (7) Such other items as may be added from time to time.

As a comprehensive list could not be drawn up within a short time, it was visualised that additional safety items may be added from time to time and hence item No. (7) *ibid*. Accordingly road over/under-bridges in replacement of level crossings and foot-over-bridges/sub-ways across the railway yards were subsequently added to the list of safety works chargeable to Accident Compensation, Safety and Passenger Amenities Fund.

2. There have been persistent demands from public through MLAs, MPs etc. for provision of foot over-bridges to enable the passengers and public to cross from one side of the town to the other. In majority of the cases, nothing much could be done, as such works were to be sponsored and paid for by the State Governments/or Local Civil Authorities but because of lack of financial resources, the State Governments/Civil Authorities were not coming forward in the matter. It was in this background and because the foot over-bridges across the railway yards protect the general public as well as the railway personnel living in the staff colonies from accidents, and because one of the aims to create Accident Compensation. Safety and Passenger Amenities Fund was to provide additional safety on the railway, the item of foot over-bridges was added to the list of safety items chargeable to this fund.

3. The cost of road over/under-bridges in replacement of level crossings is shared between the concerned State Government/Road Authority and the Railways. The State Government/Road Authority's share of the cost is re-imbursed to it from out of the Railway Safety Works Fund. The Railway's portion of the cost is presently being charged to Accident Compensation, Safety and Passenger

Amenities Fund. Prior to the constitution of this Fund, the Railway's portion of the cost of road over/under-bridges was charged to Development Fund-(III), an allocation head which records expenditure on unremunerative projects for improvement of operational efficiency. Since a large number of accidents take place at level crossings, the replacement of level crossings by road over/under bridges is essentially a safety item and not an un-remunerative project for improvement of operational efficiency hence after the constitution of fund the allocation was changed from Development Fund (III) to Accident Compensation, Safety and Passenger Amenities Fund.

4. Concurrence of Comptroller and Auditor General of India to include foot over bridge/sub-ways across the Railway Yards and road over/under bridges in replacement of level crossings in the list of safety items chargeable to Accident Compensation, Safety and Passenger Amenities Fund was also taken. These changes were also ~~water supply~~ advised to the Railway Convention Committee, 1973. ~~water supply~~ given priority.

5. The matter has been re-examined and in view of the position explained above, it is felt that *status quo* may be maintained.

6. The Committee has recommended that whenever any alterations/additions are proposed to be made to the list of items to be financed out of this fund, the same may be placed before the Parliament so that Members will get an opportunity to express their views. In this connection, it is mentioned that the additions/alterations as are made in consultation with Comptroller and Auditor General will in future be also specifically indicated in the budget documents presented to Parliament so that the Members of Parliament get an opportunity to express their views.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10
dated 29-8-78]

Recommendation (Sl. No. 16, Para No. 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 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.

Reply of Government

Drinking water, which is a basic passenger amenity, is supplied at all stations. However, with the increase in traffic existing facilities are being augmented continuously.

The Railways are being asked to make a review and ensure that all works for improving drinking water supply which are included in the Works Programme should be completed on priority.

Simultaneously, Railways have also been directed to review the existing water supply points on the platform and improve them as found necessary.

Action will also be taken to increase the number of taps provided along the platform so that travelling passengers in the coaches can reach them without much difficulty during the train halt.

An 'In service' supply of water is provided in certain selected long distance fully vestibuled trains with limited stoppages like Karnataka-Kerala Express, Tamil Nadu Express, Mangalore/Cochin-Nizamuddin Jayanti Janata Express, Bombay-Mangalore/Ernakulam Janata Express/Gitanjali Express/Navjivan Express etc. in which water containers/thermal urns are provided in coaches including second class sleeper coaches, filled with potable water. These containers are filled at stations en-route. This arrangement provides the facility of drinking water for passengers when the train is on the run.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10
dated 29-8-78]

Recommendation (Sl. No. 17, Para No. 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 'Gharas' 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.

Reply of Government

The railway administrations are aware of the need for providing cool drinking water to the passengers on trains. Instructions to maintain hygienic conditions and to ensure provision of mobile water trolleys fitted with 4/6 taps of anti-waste type (spring loaded push cock or gravity cock) at important stations exist so that one water trolley is available for each alternate coach to ensure ready supply of cool drinking water to passengers in coaches and on platforms. The trolleys are filled with cool drinking water and kept in position on the platforms sufficiently before the arrival of the train at the places which are marked for the purpose.

These instructions are being reiterated to ensure adequate supply of cool drinking water to passengers in coaches and on platforms.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 29-8-78]

Recommendations (Sl. No. 18, Para No. 3.18)

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.

Reply of Government

Drinking water is available at all the stations on the Indian Railways. However, the Railway Administrations have been directed to review the existing arrangements and to take urgent steps to augment the existing arrangements. Among the passenger amenity

works, first priority is given for improvement to drinking water supply at stations.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10
dated 29-8-78]

Recommendation (Sl. No. 19, Para No. 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 container (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.

Reply of Government

The observations of the Committee are noted. The railway administration has always realised the need for providing uncontaminated drinking water to the passengers. Instructions to maintain hygienic conditions and to ensure supply of uncontaminated drinking water exist. These consist of instructing the staff responsible for supply drinking water to clean the containers (matkas) etc. at least once a day and also replace them periodically to ensure cleanliness. Passengers are encouraged to use their own glasses or containers to drink water. Wherever railway provides glasses, instructions to clean them are also there. Since there is no known disinfectant which would ensure perfect disinfection of utensils instantaneously as required during rush periods, provision of paper tumblers on payment of cost price is also under consideration.

Supervisors and officers have been given responsibility to ensure that these instructions are followed. These instructions are being reiterated once again that no laxity in this regard should be permitted and responsibility should be fixed in case of default for necessary action being taken.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10
dated 29-8-78]

Recommendation (Sl. No. 20, Para No. 3.25)

The Committee stress that with the introduction of a number of fast long distance trains with limited stoppages en route, it has be-

come 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.

Reply of Government

'In Service' supply of water is provided in selected long-distance fully-vestibuled trains with limited stoppages (long non-stop runs) in which water containers/thermal urns filled with potable water are provided in coaches including Second Class Sleeper Coaches. These containers are topped up at Stations *en route*. This arrangement provides the facility of drinking water for passengers when the train is on the run.

~~The facilities for provision of drinking water are constantly reviewed and augmented as necessary.~~

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10-
dated 29-8-78]

Recommendation (Sl. No. 21, Para No. 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.

Reply of Government

Adequate arrangements for supply of drinking water to passengers in trains have been made at all Railway stations. Watermen are deployed to supply drinking water to passengers in trains as well as on platforms. Trolleys carrying 'Matkas' of cool drinking water are also worked from one end of the train to the other to serve drinking water to passengers in compartments.

In addition to above-mentioned arrangements, an 'In Service' supply of water is provided in certain selected long distance fully-vestibuled train with limited stoppages in which water containers/thermal urns filled with portable water are provided in coaches including second class sleeper coaches. These containers are filled at stations *en route*. This arrangement provides the facility of drinking water for passengers when the train is on the run.

The facilities for provision of drinking water are constantly reviewed and augmented as necessary.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10
dated 29-8-78]

(Recommendation (Sl. No. 22, Para No. 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."

Reply of Government

Prompt action is always taken by the Zonal Railways to keep the water supply equipment such as pumps, tube-wells, coolers etc. in good condition. Nevertheless, the Railways have been advised once again to tighten up the maintenance organisation so as to ensure that there are no lapses in their upkeep.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10
dated 29-8-78]

Recommendation (Sl. No. 23, Para 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."

Reply of Government

Noted.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10
dated 29-8-78]

Recommendation (Sl. No. 24. Para No. 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 layout 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 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."

Reply of Government

Improvements to the existing waiting halls meant for second class passengers wherever needed are taken up by the Railway Administration in consultation with the Railway Users Amenities Committee with which Public opinion is associated.

Periodic checks are also made in the existing waiting halls by the ticket checking staff to prevent their misuse by persons other than bona fide passengers.

Provision of waiting lounge with facilities like benches, toilet, etc. would be planned at all newly constructed or remodelled stations. At other stations such an arrangement will be made on a programmed basis by partitioning a portion of the existing concourse where possible.

In this connection, it may also be mentioned that as per the existing practice the Administration feels that it would be more appropriate to provide cover over the platform where the bona fide passengers can wait for the trains and also utilise the lavatory facilities available on the platform. A platform shelter serves the dual purpose of serving as a waiting place for the passengers and also protect the passengers from sun and rain while boarding the train.

Railway Administrations are being asked to conduct survey covering this aspect. However, any large scale action will only depend on the availability of adequate resources.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10
dated 29-9-78]

Recommendation (Serial No. 25, Para 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."

Reply of Government

Zonal Railways are being directed to make a review of the availability of benches in the station waiting halls and on platforms to make up the deficiencies, if any.

As regards the design of the bench, in the past various designs have been tried. Each Zonal Railway has in fact developed its own designs. Out of the various types that have been tried in the past, it has been found that concrete benches have greater life and utility considering the rough usage to which these are subjected. Lighter material was found to get damaged, needing frequent attention and repairs. Zonal Railways are, however, been directed to have a look once again at the designs prepared by them with a view to improving the same.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 29-9-78]

Recommendation (Sl. No. 27, Para No. 4.20)

"The Committee emphasise the imperative need to provide separate rest shelters for licensed porters with suitable lavatory and bathroom facilities so that they do not intrude upon 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."

Reply of Government

The Committee's observation is noted. Rest Shelters for licensed porters have already been provided at 19 important stations. The facility is being progressively extended to other stations on a programmed basis where the number of licensed porters is substantial.

The question of providing rest shelters at newly constructed stations will also be taken into consideration depending upon the number of porters required to handle the anticipated passengers traffic.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10
dated 29-8-78]

Recommendation (Sl. No. 28, Para 4.2)

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 equipments. Arrangements for bath and toilet should also be made in this room to enable the safaiwalas to have a wash after finishing their work.

A similar point was raised by the then Standing Voluntary Help Committee for Railways in 1975. This had been examined and the Railways were advised to take further necessary action in the matter of ~~providing~~ at important railway stations a store room for storage of implements and a bath room for washing purposes for the safaiwalas.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10
dated 29-8-78]

Comments of the Committee

Please see Para 1.26 of the Report—Chapter I.

Recommendation (Sl. No. 30, Para 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 the station having piped water supply. 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 desires 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'.

Reply of Government

By and large, sanitised latrines are available at almost all stations where piped water supply is available.

Instructions were also issued to the Railways in 1960 that in all new constructions, dry type latrines should not be provided. There are at present about 3,000 stations on the Indian Railways which have sanitised latrines and according to the availability of funds, more and more stations are being provided with this type of latrines.

In this connection, the Committee are informed that guidelines as laid down by the Railway Convention Committee in 1967 (re-produced below) are being followed by the Railways.

Improved Type Latrines—According to the stipulations made by the Railway Board in 1952, improved type latrines mean flush types latrines where piped water supply is available or aqua privy type or bore-hole type where piped water supply is not available. If this definition is to be strictly observed, the latrines ~~at a large~~ number of stations may have to be converted and the provision of minimum passenger amenities cannot be considered to have been completed until all dry type latrines are replaced by the improved type. The number of stations was given as 717 on the Southern Railway, 551 on the Western Railway and 450 on the Northern Railway.

During the Committee's tours a number of Railway administrations suggested that this replacement should be assigned a lower priority. It was argued that with the exception of a few stations on each Railway, all stations had good dry type latrines which were serving the purpose. Water supply was not available at hundreds of stations to enable the latrines being converted into flush type or aqua privy. Latrines at most stations were being used by a large number of outsiders and it was difficult to stop this practice. If the replacement of latrines was slowed down, the funds can be made available for making up the deficiency of other basic amenities like waiting halls etc.

The Committee feel that there is force in this argument and suggest that the complete replacement of dry type latrines be phased over a longer period on the Railways concerned. Improved type latrines may be confined to important stations but the arrears in this respect should be pulled up immediately."

Recommendation (Sl. No. 32 Para No. 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.'

Reply of Government

Railway Administration will do their utmost in abolishing the system of carrying the night soil on head at all stations and convert all dry latrines into flush type or other improved types latrines. As already mentioned in reply to the Recommendation No. 30, depending upon the availability of funds and in accordance with the guidelines laid down by the Railway Convention Committee, 1967, more and more latrines are being included in the Railway Works Programme for being converted into sanitised type latrines.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 29-8-78]

Recommendations (Sl. No. 33, Para No. 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 clearer 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."

Reply of Government

The Committee's observations are noted. At certain road-side stations where the traffic dealt with is light, one Safaiwallah is posted for more than one station.

Instructions have been issued to the Railways to provide one safaiwallah at such stations by combining the duties of sweeper with other class IV categories wherever feasible and where such an arrangement is not possible, part-time sweepers may be engaged.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 29-8-78]

Recommendation (Sl. No. 34 Para No. 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 powers, 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".

Reply of Government

The recommendation has been accepted. Instructions have been reiterated to the Railways, stressing the importance of proper maintenance of latrines and equipping the service staff with adequate disinfectants and detergents and the need for Supervisory Staff to ensure that these materials are put to proper use.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 29-8-78]

Recommendation (Sl. No. 35—Para No. 5.20)

The Committee find that generally the latrines are provided at the far end of 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.

Reply of Government

The practice of building latrines at the far end of the platform was followed in some old constructions. In all new constructions, however, latrines are provided at more convenient locations. At bigger stations these generally form integral part of the station building.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 29-8-78]

Recommendation (Sl. No. 37—Para No. 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."

Reply of Government

According to the availability of funds and adequate water supply, washing aprons are being provided at important stations where passenger trains have long halts.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 29-8-78]

Recommendation (Sl. No. 38—Para 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.

Reply of Government

Bathing cubicles provided on platforms and bath-rooms provided in waiting halls/waiting rooms are not generally locked. Instructions have, however, since been issued to the Railways to the effect that if bathing cubicles/bath rooms in waiting halls/waiting rooms are kept locked at any station, such a practice should be discontinued.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 29-8-78]

Recommendation (Sl. No. 39—Para 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 travelling passengers.

Reply of Government

As per the existing norms, bathings facilities are provided at junction or terminal stations where running water is available. One shower is provided for every 200 passengers. For the purposes of calculating the number of passengers at a particular stations, the yardstick followed is to take 45 per cent of the maximum number of passengers dealt with at any one time for small stations and 30 per cent of the maximum number of passengers dealt with at any one time for big stations.

2. Wherever the number of showers exceeds 2 one-third of the number of showers are provided with a door and reserved for the ladies.

3. These bath-rooms are located at convenient locations. However, as long distance trains do not stop for very long at stations, bath-rooms at the platforms will not be of much utility to the passengers travelling in a train.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 29-8-78]

Recommendation (Sl. No. 41, Para No. 5.29)

The Committee would like to stress that the bath-rooms should be kept clean and in proper working order."

Reply of Government

The proper upkeep and maintenance of the various passengers amenity items at stations as well as in trains is engaging the constant attention of the Railways. Frequent checks are Conducted by Officers/Supervisors to ensure that the various passenger amenity items are well maintained and that the station premises, etc. are kept clean. The deficiencies noticed during such inspections are entered in a register and the date of rectification is also shown against each item. During Divisional Supdt. and General Manager's inspections the various amenity items are also inspected. A system of deputing Orderly Officers at important stations is also in vogue. These officials supervise and inspect the various arrangements at the stations and in the trains and take immediate on-the-point action on grievances/complaints. Deterrent action is also taken against staff found to be lax. A system of granting a 'running trophy' for the best kept station in the Division/Zone is also in vogue, to act as an incentive. Special Drives are also instituted from time to time.

The various passenger amenity items in coaches are fully checked by TXR/Electrical Chargeman before the coach is put on the train. Service staff are also provided in certain selected long-distance trains to attend to any deficiencies on the spot. Action is also taken against the staff responsible when defects are noticed.

It may, however, be stated that deficiencies in coaches are to a certain extent due to acts of vandalism and thefts of fittings. While action is taken to contain the activities of anti-social elements with the help of Civil and Police authorities, public cooperation is sought for eradication of this evil.

Instructions have been issued to the Railways to ensure that the bathroom waiting halls, various passenger amenity items, etc., are maintained properly.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 29-8-78]

~~Recommendation (S. No. 42, Para. 6.15)~~

"The booking and reservation facilities provided at the stations particularly at important stations are generally inadequate. 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".

Reply of Government

The booking and reservation facilities provided at railway stations particularly at important junction stations, are periodically reviewed and constantly kept under close watch, in order to ensure that passengers do not wait in the queue for long and there is no inconvenience to them.

Additional booking windows are provided at stations where the quantum of passenger traffic justifies the same.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 29-8-78]

~~Recommendation (S. No. 43 Para 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.

Reply of Government

The Committee's observations are noted. Instructions already exist for taking effective steps to clear the traffic during rush hours by opening additional counters/deploying additional hands, etc. However, the Railways have been directed to take steps to reduce the waiting time of passengers at the booking counters and to avoid long queues at the counters by opening additional counters or by deploying additional hands during rush hours. They have also been directed to intensify checks by supervisory staff and Officers of Divisions and Headquarters.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/
10 dated 29-8-78]

Recommendation (Sl. No. 45, Para 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."

Reply of Government

This aspect was examined by a Parliamentary Committee on Booking and Reservations headed by Shri Krishan Kant. To mitigate the difficulties experienced by bona fide passengers due to unsocial activities indulged in by unauthorised persons and other anti-social elements in cornering of rail accommodation, in certain cases in connivance with the railway staff, the following steps have been taken:

1. The time-limit for advance reservation has been made six months at all stations by all trains, to avoid blocking of accommodation by anti-social elements and providing a wider choice to bona fide passengers for planning rail journeys well in advance.
2. Efforts are made to reduce the gap between demand and supply by introducing new trains augmenting the loads

of existing trains, extending their runs, increasing the frequency of weekly/bi-weekly trains and running holiday specials on important routes to clear the traffic.

3. Checks have been intensified with the help of anti-fraud squads, Vigilance Organisation, Government Railway Police and Railway Protection Force to detect anti-social elements and Railway staff indulging in malpractices regarding reservation. Strict action is taken against the defaulters to improve matters. CBI's assistance is taken wherever possible.

4. Railways have been altered to keep a constant vigil on the corrupt and irregular activities of anti-social elements and take stern action and effective measures to contain the menace.

2. In order to arrest the activities of unauthorised agents and other anti-social elements in cornering of and black-marketing in tickets, a proposal is under consideration of the Government to amend the Indian Railways Act, to make such acts a cognisable offence.

3. As a part of the drive to root out malpractices in booking and reservation offices, it has been decided that, as a matter of general policy, only women should be employed as reservation/booking clerks and supervisors in the major booking offices, starting with the metropolitan cities.

4. With a view to streamlining the mammoth and complex operation involved in the matter of reservation of rail accommodation in trains, and as a step towards greater passenger satisfaction, Railways are going ahead with computerisation of passenger reservations in Delhi area as a first step. The feasibility survey is being undertaken in collaboration with Electronics Corporation of India Limited, Hyderabad, to bring out the exact system configuration.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 29-8-78]

Recommendation (Sl. No. 48, Para 6.19)

"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 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".

Reply of Government

The recommendation of the Committee is noted.

There is already a system in vogue to show the position of availability of accommodation at the Reservation Offices at important stations.

Instrucions have since been issued to the Railways that they should display route-maps of the relevant trains and timings of departure of trains, if space is available at the Booking counter. The Railways have also been directed to display the fares for selected important stations at a prominent place in the Reservation office.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-
EC|VI|10 dated 29-8-78]

Recommendation (Sl. No. 47, Para 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 as that as agreed to by the Chairman Railway Board during evidence the matter should be urgently reviewed to changing the allocation of expenditure on these machines to facilitate provision of adequate funds and installation of additional machines at important stations.

Reply of Government

The self printing ticket issuing machine, though earlier treated as an item of passenger amenity chargeable to DF(1), has subsequently been deleted from the list of amenities for passengers and other Railway Users. Self printing machine is now to be considered as an item of unremunerative operating improvement. Accordingly cost of such machines, which is likely to be less than Rs. 3 lacs each, will be charged to Open Line Works Revenue. The position has been clarified to the Railways. Instructions have, also been issued to the Railways to progressively extend the installation of such machines at important stations.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-
EC|VI|10 dated 29-8-78].

Recommendation (Sl. No. 48, Para 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."

Reply of Government

The recommendation of the Estimates Committee has been noted and necessary instructions have been issued to the Railways. It may be mentioned that a survey made in 1977 indicated that the facility in question had been provided on 35 trains and 197 stations. It is gradually being extended to more trains and stations.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 29-8-78]

Recommendation (Sl. No. 49, Para 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, causes 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 Tickets Examiners on duty at the stations 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."

Reply of Government

The observations of the Committee have been noted. Instructions have been reiterated to the Railway Administrations that the coach and seat/berth numbers are written legibly on the tickets.

Travelling Tickets Examiners on duty at the stations are required to be courteous and helpful to the passengers in locating their seats/berths. Cases of incivility, rude behaviour, unhelpful attitude to passengers are seriously viewed.

Reservation charts are exhibited at specified prominent places like concourse, platforms and coaches well in advance of the departure time of the train.

At important reservation centres, the Charts are already type-written in bold letters. It is proposed to procure more number of such typewriters and extend this facility at other important reservation offices progressively.

Surprise checks are conducted and stern action is taken against delinquent staff in the event of any laxity coming to notice.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 29.8.78].

Comments of the Committee

Please see Para 1.29 of the Report—Chapter I.

Recommendation (Sl. No. 50, Para 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".

Reply of Government

The observation made by the Committee is noted.

In order to help a passenger in locating his seat/berth number and coach number, the following arrangements are prevalent:—

- (i) On various Super fast Express trains whose rakes are fixed, seat/berth number and coach number are indicated on the journey ticket itself.
- (ii) At train originating stations, Reservation charts are exhibited at specified prominent places like concourse, platform etc., and on the coach itself. These charts show the coach number and the position of the coach from the engine. The berth/seat number in the 2nd class sleepers/Chair cars and the compartment in the case of 1st class is also given. After finding out the number of his coach and its position from the engine, the passenger can locate his coach with the aid of platform indication boards provided on platforms or on trains at important stations.

- (iii) At important stations, Reservation Booths have also been provided to guide the passengers.
- (iv) At important reservation centres, the Charts are typewritten in bold letters. It is proposed to procure more number of such typewriters and extend this facility at many more reservation offices progressively.
- (v) In the case of passengers boarding from intermediate stations, the quota allotted to such stations are provided in a nominated coach and the position of this coach from the engine is known to the Intermediate station and indicated in the Reservation Chart.
- (vi) At certain important intermediate stations, coach number and its position from the engine are also announced on Public Address system.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-
EC|VI|10 dated 29-8-78]

Recommendation (Sl. No. 51, Para 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 mal-practices 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.

Reply of Government

Instructions exist to padlock all coaches for movement between the Platform Lines and Washing Lines. After attention on Wash-

ing Lines, all coaches are re-padlocked prior to the placement of rakes on the Platform Lines, and are unlocked thereafter.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 29-8-78]

Recommendation (S. No. 52, Para 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 promptly replied to. The passengers should also be invariably informed about their reservations on receipt of the intimation at the intermediate stations."

Reply of Government

The recommendation of the Committee has been noted. All the telegrams received at Reservation Controlling Offices are required to be attended promptly and replied to within 12 hours of receipt thereof in the Reservation Controlling Offices. These telegrams are entered in a separate register maintained for the purpose and action taken thereon shown in juxtaposition against each item. Where the messages received are considerable, separate Message Clerks are provided for the purpose. Reservation Supervisors and Inspecting Officers check these registers in order to ensure that prompt action is taken.

Cases of delays on the part of the staff who do not take prompt action on the messages, are viewed seriously and action taken against the staff concerned. Inspecting officials in the course of their inspection also check all these aspects.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 29-8-78]

Comments of the Committee

The Station authorities concerned should exercise surprise and frequent checks to ensure that no telegram sent for reservation has remained unattended and un replied to after 12 hours of its receipt.

Recommendation (S. No. 53, Para No. 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.

Reply of Government

The observations of the Committee have been noted.

The courier system between important points and by nominated trains has already been introduced. Teleprinter circuits are also available between various important points on Railways. These facilities are being extended between more points progressively.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/
10 dated 29-8-78]

Recommendation (S. No. 55, Para 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.

Reply of Government

This is already the practice in vogue.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/
10 dated 29-8-78]

Recommendation (S. No. 56, Para 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 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.

Reply of Government

The Observations of the Committee have been noted and necessary instructions have been issued to the Railways.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/
10 dated 29-8-78]

Recommendation No. 57 Para No. 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.

Reply of Government

Instructions already exist that announcements made on the Public Address System should be intelligible and audible to the passengers.

The Staff having special aptitude for the work are selected as announcers. Before selection, they are given audition test and also trained in the Zonal Railway Training Schools.

Special care is taken in locating loudspeakers at suitable places and for the maintenance of equipment in working order. The observations of the Committee are being brought to the notice of the Railway Administrations for taking necessary action.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 29-8-78]

Recommendation No. 58 Para 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.

Reply of Government

Instructions already exist for announcements of portage charges, catering arrangements and availability of retiring rooms etc. as frequently as possible over the Public Address System wherever available. These instructions have been reiterated to the railways.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 29-8-78]

Recommendation No. 60, Para No. 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."

Reply of Government

Public Address System is available at 290 stations on Indian Railways. The proposals for the provision of Public Address System alongwith other items of passenger amenities are considered by the Zonal Railways in consultation with the Zonal Passenger Amenities Committee taking into account the relative importance of the station, traffic dealt with etc. The works approved are included in the Annual Works Programme, subject to the availability of funds.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 29-8-78]

Recommendation (Sr. No. 62 Para No. 7.19)

The Committee find that the material displayed on close circuit TVs installed at some of the stations suffer from the handicaps 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.

Reply of Government

Necessary instructions have been issued (Vide Railway Board letter No. 76/W3/WE/8 dated 1-5-78) to all the railways to take immediate steps to review the arrangements made at the various stations where closed circuit TVs installations have been carried out to ensure that material displayed on the T.V. screen is in bold letters which would be clearly visible and readable by the passengers.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 29-8-78]

Recommendation No. 63, Para No. 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 provided at various stations are utilised to the maximum extent possible. 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 the retiring rooms into dormitories, etc. where there is seasonal demand (3) to convert the retiring rooms into dormitories, etc."

Reply of Government

~~Instructions already exist that railways should review the occupancy ratio of retiring rooms at stations and take necessary steps to ensure the utilisation to the maximum extent possible.~~

Railways are adopting the following measures to popularise the use of retiring rooms at stations:—

- (1) Announcements are made about the availability of retiring room accommodation at the station on Public Address System, wherever provided.
- (2) Availability of retiring rooms are exhibited on Notice Boards at conspicuous places in station for information of the travelling public.
- (3) The details of retiring rooms etc. are published in the Tourist Time Tables and in the Zonal Railways Time Tables.
- (4) The question of reducing the rates is examined for improving the occupation.
- (5) Where the occupancy does not improve despite all these measures railways consider possibility of putting retiring rooms to alternative use.

Since the retiring rooms are under the control of Divisions, concerned officers of the division have instructions to keep a watch on the proper utilisation. These instructions have been reiterated to the railways.

Recommendation No. 65, Para No. 8.17

"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."

Reply of Government

Instructions already exist that proper records should be maintained and constant watch kept on the occupancy ratio, revenue earnings, cost of repairs and maintenance etc. for taking remedial measures to improve the position of the retiring rooms. These instructions have again been reiterated to the Railway Administrations.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-
EC|VI|10 dated 29-8-78]

Recommendation No. 66, Para 8.18

"There is also a general impression that the Railway retiring rooms are frequently occupied and/or 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."

Reply of Government

Instructions already exist that retiring rooms should not be allotted to the railway officers on duty so long as room is available in the Rest House|Rest Rooms set apart for the use of railway officers and that when there is no accommodation available in the Rest House or Rest Room, a railway officer may occupy a Retiring Room provided it is vacant and no paying passenger has been denied the same.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-
EC|VI|10 dated 29-8-78]

Recommendation No. 67, Para No. 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 time bound programme at all important stations where there is established demand for them for the facility of the passengers."

Recommendation No. 68, Para No. 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."

Reply of Government

Retiring rooms/Dormitory accommodation is provided at important stations on a programmed basis taking into account the demand and availability of funds. The provision of dormitory type of accommodation is kept in view on the basis of demand from different types of clientele, local condition of the place, availability of comparable type of accommodation in the vicinity etc.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-
EC|VI|10 dated 29-8-78]

COMMENTS OF THE COMMITTEE

Please see Para 1.39 of the Report—Chapter I.

Recommendation No. 69, Para No. 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."

Reply of Government

The average occupation ratio of the dormitory with 5 beds for Ladies at Jaipur which was opened on 22nd November, 1976 has been only 54 per cent. The Railway Administration has been asked to take steps to improve its utilisation.

On the basis of experience gained from this experiment, the question of extending this facility to other important stations will be considered by the Ministry of Railways.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-
EC|VI|10 dated 29-8-78]

Recommendation No. 70, Para No. 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."

Reply of Government

The Committee's recommendations have been noted. The instructions have been reiterated to the Railway Administrations to ensure that the retiring rooms should be properly attended, linen changed and lavatories cleaned after they are vacated by an occupant.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10/ dated 29.8.78).

Comments of the Committee

The Railway authorities should ensure by frequent inspection visits that instructions issued in regard to maintenance of retiring rooms are actually followed.

Recommendation No. 72, Para No. 8.30

"The Committee would suggest that, as agreed to during evidence, it would be desirable to provide lockers in retiring rooms/dormitories alongwith 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."

Reply of Government

Instructions already exist that the occupant of each bed in the retiring room should have a wardrobe or a portion of wardrobe lockable separately.

However, the Railways have been advised to examine the feasibility of providing ward-robe-cum-locker, as provided at Hubli on the South Central Railway with necessary modifications to suit local conditions in the retiring rooms/dormitories at important stations where such a facility is not provided.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-78]

Recommendation No. 73, Para 8.31

"The Committee find that the furniture provided in waiting rooms/retiring rooms/dormitories at some of the stations is outmoded. As promised by the representatives 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."

Reply of Government

Items of furniture to be provided in Retiring Rooms, Dormitories and Waiting Rooms etc. have been standardised. However, the design of such furniture has been left to the discretion of the individual Zonal Railways to suit the local conditions. While procuring the furniture from the trade, the utilitarian aspect *vis-a-vis* the cost is taken into consideration. However, the choice has naturally to be limited to the type/design available in the local market. Recommendations of the committee are, however, being circulated to the Railways to bear these points in mind while procuring furniture on additional or replacement account.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-78]

Recommendation No. 75, Para No. 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."

Reply of Government

The Committee's observations are noted. The Railways have been directed to observe the guidelines recommended by the Committee while planning for new air-conditioned retiring rooms.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978]

Recommendation S. No. 76, Para 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."

Reply of Government

The proper upkeep and maintenance of the various passengers' amenity items at stations as well as in trains is engaging the constant attention of the Railways. Frequent checks are conducted by Officers/Supervisors to ensure that the various passenger amenity items are well maintained and that the station premises, etc. are kept clean. The deficiencies noticed during such inspections are

entered in a register and the date of rectification is also shown against each item. During Divisional Supdt. and General Manager's inspections the various amenity items are also inspected. A system of deputing Orderly Officers at important stations is also in vogue. These officials supervise and inspect the various arrangements at the stations and in the trains and take immediate on-the-spot action on grievances/complaints. Deterrent action is also taken against staff found to be lax. A system of granting a 'running trophy' for the best kept station in the Division/Zone is also in vogue, to act as an incentive. Special Drives are also instituted from time to time.

The various passenger amenity items in coaches are fully checked by TXR/Electrical Chargeman before the coach is put on the train. Service staff are also provided in certain selected long-distance trains to attend to any deficiencies on the spot. Action is also taken against the staff responsible when defects are noticed.

It may, however, be stated that deficiencies in coaches are to a certain extent due to acts of vandalism and thefts of fittings. While action is taken to contain the activities of anti-social elements with the help of Civil and Police authorities, public cooperation is sought for eradication of this evil.

Instructions have been issued to the Railways to ensure that the bathrooms, waiting halls, various passenger amenity items, etc, are maintained properly.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-78]

Recommendation S. No. 77, Para 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 Supdt./Station Master so that he can exercise unified control and can also be held fully responsible for the proper maintenance of these passenger amenities.

Reply of Government

The electrical and mechanical staff exclusively provided at certain big stations to look after the upkeep and maintenance of passenger amenity items at the station itself works under the administrative control of the Station Superintendent/Station Master to ensure that the work allotted to them is promptly carried out. Since, however, the work is of a technical nature, they depend for technical guidance of their respective senior supervisors, who also ensure that the quality of upkeep is of requisite standards.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC|VI|10 dated 30-9-1978.]

Recommendation S. No. 78, Para 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 Supdt./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."

Reply of Government

The proper upkeep and maintenance of the various passenger amenity items at stations as well as in trains is engaging the constant attention of the Railways. Frequent checks are conducted by Officers/Supervisors to ensure that the various passenger amenity items are well maintained and that the station premises, etc. are kept clean. The deficiencies noticed during such inspections are entered in a register and the date of rectification is also shown against each item. During Divisional Supdt. and General Manager's inspections the various amenity items are also inspected. A system of deputing Orderly Officers at important stations is also in vogue. These officials supervise and inspect the various arrangements at the stations and in the trains and take immediate on-the-spot action on grievances/complaints. Deterrent action is also taken against staff found to be lax. A system of granting a 'running trophy' for the best kept station in the Division/Zone is also in vogue, to act as an incentive Special Drives are also instituted from time to time.

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[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/ VI/10 dated 30-9-1978]

Recommendation (S. No. 79 Para 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 an 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".

Recommendation (S. No. 80 Para 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 amenities brought to his notice by the passengers are rectified without delay and to the satisfaction of the passengers".

Reply of Government

1. Certain selected long-distance trains having few halts, like the Tamil Nadu Express, K. K. Express, Gitanjali Express, Nizamuddin-Mangalore/Cochin Jayanti Janata Express, etc. have already been

provided with Train Superintendents and service staff like Electrician, Safaiwallah, etc. to rectify any defects noticed promptly and to keep the compartments clean.

2. On other trains, any deficiency noticed by Coach Attendants/ Travelling Ticket Examiners are brought to the notice of service staff on the train, if provided, for immediate rectification. Where service staff are not provided on the train, steps are taken by them to get them rectified at the next halting station. Coach Attendants are also given basic training to enable them to set right minor defects straightaway. The Conductor Guard of the train attends to the convenience of passengers and takes prompt remedial action to get any deficiencies brought to his notice rectified.

3. Instructions have been issued to the Railways that Coach Attendants/TTEs should keep a proper record of the repairs carried out and bring them to the notice of the Conductor Guard, before the train reaches its destination.

4. At train halting stations, announcements over the Public Address system are also made regarding availability of Safaiwallahs etc. at halting stations and that their services are free.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/
VI/10 dated 30-9-1978]

Recommendation (S. No. 81, Para No. 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 Users' Consultative Committees at every meetings 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.

Reply of Government

Due attention is paid to public complaints and prompt remedial follow up action is taken. Suitable targets have also been laid down for dealing with various types of complaints and action taken is communicated to the complainants. The observations of the Committee have been circulated to the Railway Administrations for strict compliance.

Railways have also been directed to furnish information regarding the number and nature of complaints received from the passen-

gers and action taken thereon to the Members of the Divisional Railway Users' Consultative Committees at every meeting.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978]

Recommendation (S. No. 82, Para No. 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.

Reply of Government

The following security arrangements have been made to minimise the incidence of thefts and pilferages of electrical and mechanical fittings at the stations and in the trains:—

1. RPF personnel are deputed for track patrolling in vulnerable sections/places;
2. Important and vulnerable yards are patrolled round-the-clock and guarded by armed RPF personnel;
3. Staff of Crime Intelligence Branches of the zonal Railways and the Central Crime Bureau of Railway Board are deployed to collect crime intelligence with a view to tracking down criminals, receivers of stolen property and also to organise raids;
4. Close coordination between RPF and GRP is maintained to exchange crime intelligence;
5. Drives against thefts and pilferages are organised on all India basis;
6. Important platforms are guarded by RPF;
7. Armed pickets and patrols are posted at black spots and vulnerable sections;

8. Efforts to identify the receivers of stolen railway property have been intensified and raids are frequently organised for the recovery of such stolen property;
9. Constant efforts are made to book known railway criminals under different provisions of the law;
10. Close liaison is being maintained with the State Police authorities to curb the activities of criminals operating on the railways.

The following measures have been adopted for preventing theft of electrical fittings:—

1. Replacement of copper wires with aluminium wires;
2. Substitution of copper and brass components by components made of aluminium or mild steel in switch gears and other train lighting equipments;
3. Introduction of brushless alternators on coaching stock in place of conventional type of dynamo es, which reduces the copper content in the machine thereby discouraging the theft;
4. Provision of aluminium field coils in the dynamo in place of copper field coils;
5. Use of 2" belt (50 mm) in place of 4" belt on slow speed and branch line trains in areas vulnerable to thefts;
6. Welding inspection covers and other parts of the dynamo es with suitable hinges to avoid quick removal and theft;
7. Welding of fan parts and replacement of copper coils with aluminium coils is resorted to.

The following measures have been adopted to combat the menace of theft and pilferage of amenity fittings of coaching stock:—

1. *Wash Basins*
 - (a) Wooden slates have been replaced by steel angle;
 - (b) Holes for rivets have been drilled at site after fixing parcel sheet;
 - (c) Supports bracket have been riveted in place of round head self-tapping screws;
 - (d) Weld material has been fitted in grooves of set screws fitted in the bracket and basin.

2. Mirrors

In order to render the removal of mirrors difficult, the mirror is fitted with pop rivets and are completely covered by the panelling.

3. Wall Protectors

The incidence of theft of this item was very high, it was replaced by anodised aluminium.

4. Action has been taken in substituting alternative cheaper and more robust material for costly and easily pilfered items, especially with regard to the following amenity fittings of the coaches:—

1. Mirror shelf.
2. Coat hook.
3. Flushing valve body, handle and spindle.
4. Lotah shelf.
5. Mouldings.
6. Wheel valve.
7. Shower rose.
8. Towel bolt.
9. Towel rail.
5. In most other cases, amenity fittings are secured by pop-rivetting which renders the fittings difficult to be removed.
6. Apart from the above, there is a regular system of joint check with the RPF and padlocking of all coaches.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/ VI/10 dated 30-9-1978]

Recommendation (Sr. No. 83 Para No. 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.

Reply of Government

As regards implementation of the recommendations of the One Man Expert Committee on Railway Security and Protection which have been accepted by the Ministry of Railways, instructions have been issued to the Zonal Railways and constant watch is being kept

on the pace of progress made in this connection. Some of the recommendations which have wide implications are under process with different branches of Railway Board/Zonal Railways and other Ministries of the Government of India.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/
VI/10 dated 30-9-1978]

Recommendation No. 84, (Para 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.

Reply of Government

Departmental catering managed by the Railways themselves was introduced on all the Zonal Railways in 1955 on the recommendation of the High Power Committee (1954) headed by the then Deputy Minister, Shri O. V. Alagesan. The departmental catering has been provided at certain important stations and on important train only, so as to set a standard to be emulated by private caterers operating on the railways. It is extended selectively to other stations and trains taking into consideration the importance of the station, the quality and standard of service, commercial viability, etc. Departmental catering is also introduced at such stations where catering by contractors is not found to be satisfactory.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/
VI/10 dated 30-9-1978]

Recommendation No. 86 (Para No. 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 preferable 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."

Reply of Government

The recommendation has been accepted and necessary instructions have been issued to the Zonal Railways in the matter.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/
VI/10 dated 30-9-1978]

Recommendation No. 37 (Para No. 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.

Reply of Government

Measures taken on the various recommendations of the Estimates Committee for improvement in the Catering Service on the Railways have been advised to the Committee recommendation-wise.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/
VI/10 dated 30-9-1978]

Recommendation (No. 38 (Para No. 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 chapatis/paranthas 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.

Reply of Government

This recommendation is accepted. Instructions on these subjects have been reiterated to all Railways.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/
VI/10 dated 30-9-1978]

Comments of the Committee

Please see Para 1.46 of the Report—Chapter I.

Recommendation No. 89 (Para No. 10.24)

In so far 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.

Reply of Government

The recommendation has been accepted and instructions have been issued to the Railways to follow the above instructions to the extent the reliable sources of supply are readily available

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/
VI/10 dated 30-9-1978]

Recommendation No. 90 (Para No. 10.25)

"The Committee has 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 suppliers like forfeiture of security deposit, action under Prevention of Food Adulteration Act, etc. to act as a deterrent.

Reply of Government

The recommendation has been accepted and instructions have been issued to the Railways for implementation.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/
VI/10 dated 30-9-1978]

Recommendation No. 92 (Para No. 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 Second Class to ascertain their genuine reactions and on taking proper follow up action to improve catering services."

Reply of Government

The recommendation has been accepted and necessary instructions have been issued to the Zonal Railways.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978]

Recommendation No. 93 (Para No. 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 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.

Reply of Government

The menus for 'Thali' meals, 'Ready-to-Serve' meals, 'Western Style' meals, 'Low Priced Food Packets' and 'Janata Khana' have all been standardised to suit the regional tastes. 'A-la-Carte' items are prepared and served on the basis of orders of individual customers to suit their individual tastes and according to local popularity, local tastes etc. The Railways have, however, been directed

to take note of this recommendation and to implement it to the maximum extent possible.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10
dated 30-9-1978]

Recommendation No. 95 (Para No. 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 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."

Reply of Government

The recommendation is accepted. In the year 1973, Low Priced Food Packets were introduced at 30 stations and has now been extended to 212 stations. In addition, on all trains provided with Mobile Catering Cars, Cheap Food Packets known as "Janata Khana Packets" have been introduced with effect from 1-4-78. This scheme is gaining popularity and instructions have been issued to Railways to extend the sale of such food packets gradually to more stations and trains.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10
dated 30-9-1978]

Recommendation No. 96 (Para No. 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."

Reply of Government

The recommendation has been accepted and instructions has been issued to the Railways to do the needful in consultation with regional catering Institutes.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978]

Recommendation No. 97 (Para No. 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.

Reply of Government

The recommendation has been accepted and instructions have been issued to the Railways to do the needful.

It may be mentioned that "Janata Khana" packets priced at Re. 1/- per packet have been introduced on all the trains provided with mobile catering cars, with effect from 1.4.1978, and they do not contain sweets.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978]

Recommendation No. 98 (Para No. 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."

Reply of Government

The recommendation has been accepted and instructions have been issued to the Railways for implementation.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978]

Recommendation No. 99 (Para No. 10.42)

The Committee further suggest that the feasibility of making suitable changes in the layout of the existing refreshment rooms

to enable out-side 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.

Reply of Government

The recommendation has been accepted and instructions have been issued to the Zonal Railways to do the needful.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/ dated 30-9-1978.]

Recommendation No. 100 (Para No. 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 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."

Reply of Government

The recommendation of the Committee has been accepted and instructions have been issued to the Railways.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/ dated 30-9-1978]

Recommendation No. 101 (Para No. 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."

Reply of Government

The Recommendation has been accepted and necessary instructions have been issued to the Zonal Railways in the matter.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/ dated 30-9-1978]

Comments of the Committee

Action taken by the Railways and arrangements made for washing of crockery in the running trains may be intimated.

Recommendation No. 102 (Para No. 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."

Reply of Government

The recommendation has been accepted and necessary instructions have been issued to the Zonal Railways in the matter.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978]

Recommendation No. 103 (Para No. 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."

Reply of Government

The recommendation has been accepted and necessary instructions have been issued to the Zonal Railways in the matter.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978]

Recommendation No. 104 (Para No. 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.

Reply of Government

The recommendation has been accepted and instructions have been issued to the Railways to lay down scales and to standardize the size of utensils/crockery or their respective zone as it will not

be possible to standardize the size of crockery/utensils, etc. on all India basis as it would involve difficulties in its procurement and supply. The Railways have also been directed that the Railway crest be embossed/embedded on utensils/crockery in all cases of future procurement.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978]

Recommendation No. 105 (Para 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, South-eastern 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.

Reply of Government

The recommendation has been accepted and instructions have been issued to the Railways to standardise the crockery/cutlery on their respective zone as it will not be possible to standardize the crockery/cutlery on all India basis as it would involve great difficulties in its procurement and supply. The Railways have also been directed to fix responsibility for the breakage/damage of crockery on account of careless handling.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978]

Recommendation No. 106 (Para 10.57)

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

Reply of Government

The recommendation has been accepted and instructions have been issued to the Railways for progressively standardising the utensils to the extent possible.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978]

Recommendation No. 107 (Para No. 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.

Reply of Government

The recommendation is accepted. Necessary instructions have been issued to the Zonal Railways to undertake improvements to the existing kitchens, pantry and store-rooms, wherever required as also to see that the new kitchens that are constructed in future have the basic facilities required for efficient functioning.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/
10 dated 30-9-1978]

Recommendation No. 109 (Para 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.

.. Reply of Government

Since furniture and decor in a restaurant has to take into consideration the local conditions, living habits and tastes of the people in the area, it would not be desirable to attempt standardisation on an All India basis. Suitable instructions have, therefore,

been issued to the Zonal Railways to take action in the light of Committee's recommendation.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978]

Recommendation No. 110 (Para No. 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 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 the use expeditiously.

111 111

check on ~~Reply of Government~~

The recommendation has been noted. The trolleys on the Railway platforms are plied both by the vendors of departmental catering units as well as by private contractors. New designs of trolleys are under consideration for introduction in departmental catering units. Since replacement of existing trolleys would involve huge capital investment, this would be done in a phased manner. After the finalisation of designs private contractors will also be instructed to introduce new trolleys.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978.]

Recommendation No. 112 (Para No. 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."

Reply of Government

The recommendation has been accepted and instructions have been issued to the Railways to do the needful.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978.]

Recommendation No. 113 (Para No. 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 recommendation."

Reply of Government

The Railways already have instructions to ascertain the catering requirements of passengers for meals and place orders on the base kitchens well in advance. Pantry cars have only arrangements at a small scale for cooking breakfast, snacks etc. and there are no arrangements for cooking main meals. In the case of late running of trains, the practice is to place orders for meals on static catering establishments enroute. There are Managers to supervise preparation of food in pantry cars. Strict watch is kept on the performance of pantry cars by Senior Inspectors, Officers, etc. The instructions to keep a watch on the functioning of pantry cars and guard against malpractices have been reiterated to the Railways.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978.]

Recommendation No. 114 (Para No. 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."

Reply of Government

The recommendation has been accepted and necessary instructions have been issued to the Zonal Railways in the matter.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978.]

Recommendation No. 116 (Para No. 10.82)

"The Committee regret to note that in spite of the recommendation of the Catering and Passenger Amenities Committee as far back as 1967 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 ~~supervisory~~ number of supervisory staff by now. The Committee urge that a time-bound programme for training of these officers may be prepared and implemented."

Reply of Government

The recommendation of the Committee has been accepted. Instructions have been reiterated to the Railways to draw a time-bound phased programme to train Supervisory Staff of the catering department. Follow-up action is also being taken.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978]

Recommendation No. 118 (Para No. 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 Airlines 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."

Reply of Government

The recommendation of the Committee has been noted. The personnel of catering department on the Railways are already being trained in the catering institutes at Calcutta, Delhi, Bombay and

Madras. Besides, training is also being given in Puri and Ranchi Hotels and different training camps are organised at suitable model departmental catering establishments of the Railways. Training teams consisting of trained staff also visit the catering establishments to give training of refresher course to the catering staff, cooks/chefs etc. at the place of their work according to a time bound programme.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978].

Recommendation No. 119 (Para No. 10.25)

"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 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."

Reply of Government

The recommendation of the Committee is accepted. Instructions to impart suitable training to bearers and waiters in their duties, have already been reiterated to the Railways and the progress is being closely watched. As recommended, teams of trained staff will also be deployed to train bearers and waiters at the place of their work.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978]

Recommendation (S. No. 122, Para No. 10.28)

"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."

Reply of Government

The bearers attached to Departmental Catering Units are either employed as regular staff on prescribed scales of pay or engaged as commission bearers on commission basis and they are paid commission as a percentage of the sales effected by them. No bearer is, however, engaged as casual labour in the departmental catering units.

In order to improve the catering service and to meet the long-standing demand of the commission bearers, the Government have since decided that all the commission bearers in the departmental catering units will be absorbed as regular railway employees on prescribed scales of pay. This will be done in a phased manner on the basis of the length of service rendered by them. To start with, instructions have been issued to the zonal railways to absorb immediately 1000 commission bearers and 12 pay-cum-commission bearers in regular Class IV scales of pay. The remaining about 1040 commission bearers will be absorbed as regular employees in a phased manner.

In some very rare instances, when the work is not of perennial nature, and the nature of job is simple, such as cleaning of utensils, crockery, etc., sweeping of the floor, loading and unloading of material etc., some **casual staff are employed**. Working of these staff do not affect the catering service and these posts also are being made regular gradually.

All bearers including commission bearers are supplied uniforms free of charge all over the Indian Railways. These are washed and replaced by new uniforms at regular intervals. The zonal railways have strict instructions to ensure that the bearers put on neat and clean uniforms and turn up smartly dressed when on duty.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-
EC/VI/10 dated 30-9-1978]

Recommendation (Sl. No. 123, Para No. 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."

Reply of Government

The recommendation has been accepted and suitable instructions have been issued to the Railways.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978]

Recommendation (Sr. No. 124, Para 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."

Reply of Government

The recommendation has been accepted and instructions have been issued to the Railways for implementation.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978]

Recommendation (Sr. No. 126, Para 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."

Reply of Government

The recommendation has been noted. With a view to ensure further improvement in catering services and satisfactory service to customers, instructions have already been issued that the commission bearers on the Railways should be absorbed as regular Railway employees in a phased manner.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978]

Recommendation (Sr. No. 127, Para 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 economics and improve the efficiency of departmental catering with a view to providing better catering service to the passengers at reasonable rates.

Reply of Government

The recommendation has been accepted and instructions have been issued to the Railways for implementation.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978]

Recommendation (Sr. No. 128, Para 10.107)

The Committee would also suggest that departmental catering accounts may be maintained unit station-wise so as to monitor the results and take timely remedial measures wherever necessary.

Reply of Government

Departmental Catering accounts are already being maintained unit-wise by all the zonal railways and remedial measures, wherever necessary, are taken promptly.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978]

Recommendation (Sr. No. 129, Para 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.

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."

Reply of Government

The recommendation has been accepted and suitable instructions have been issued to the Railways.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-
EC/VI/10 dated 30-9-1978]

Recommendation (Sr. No. 130, Para 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. 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.

Reply of Government

Indian Railways are aware of the problem of over-crowding on long distance trains in Second Class and in order to relieve this over-crowding railways are introducing additional trains, extending the runs of trains and also augmenting the loads of existing trains within the available resources by way of availability of line capacity, terminal capacity and rolling stock. During the year 1977-78, 108 additional trains were introduced and runs of 74 trains were extended. In the time table which came into force from 1-4-78, 42 additional trains were introduced and the runs of 27 trains extended. During this period the frequency of following trains were also increased:—

1. 165/166 Howrah-New Bongaigaon Janata Express from two days to daily.
2. 141/142 Howrah-Madras Coramandel Express from two days to daily.
3. 81/82 Bombay-Trivandrum Jayanti Janata Express from biweekly to daily.
4. 133/134 Ahmedabad-Howrah Janata Express from biweekly to triweekly.

It has been decided that all new long distance trains to be introduced in the country will have only II class accommodation. Accordingly, the following important trains having only second class accommodation have been introduced so far:—

1. Howrah-Bombay Gitanjali Express.
2. Tirupati-Hyderabad Rayalseema Express.
3. Tatanagar-Muzaffarpur Express.
4. Kacheguda-Ajmer Express.
5. Madras-Madurai Vaigai Express.
6. Madras-Ahmedabad Navajivan Express.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978]

.. **Recommendation (Sr. No. 131, Para 11.22)**

It has been pleaded by the railways that on important routes there are limitations of the 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.)

Reply of Government

Noted. However, rationalisation of the speeds of the existing trains in order to speed them up sometimes lead to complaints from the users from stations from where the stoppages are to be withdrawn. In view of this, the railways have started introduction of fast inter-city trains with limited stoppages so as to keep down the journey time to the minimum. Commencing from 121/122 Tamil Nadu Express a number of such trains have been introduced. Some of the notable trains are:—

1. 123/124 Andhra Pradesh Express.
2. 125/126 K. K. Express.
3. 171/172 Bombay Central-Jammu Tawi Express.
4. 141/142 Coramandel Express.

5. 139/140 Ganga-Kaveri Express.
6. 59/60 Gitanjali Express.
7. 145/146 Madras-Ahmedabad Navajivan Express.
8. 119/120 Gomati Express.
9. 135/136 Vaigai Express.

Railways will continue to introduce such trains wherever feasible.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978]

Recommendation (Sr. No. 132-133, Para No. 11.23 and 11.24)

132. 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 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 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.

133. 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 'Janata' 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 overcrowding in this class is eliminated.

Reply of Government

The Railways have decided that no more First Class, Air Conditioned coaches should be manufactured on additional account and

the First Class Air Conditioned accommodation will be slowly phased out. The Railways have also decided that existing ordinary First Class accommodation on trunk route on Mail/Express trains will be replaced by Air Conditioned Second Class Sleeper. This will enable the railways to replace one ordinary First Class by one second Air Conditioned Sleeper and one ordinary Second Class sleeper thereby increasing the accommodation by 75 berths in second class. In some trains this will help to increase second class accommodation by about 225 to 300 berths.

It has also been decided that the additional long distance trains will have only second class accommodation and will therefore be classless trains. As far as possible, the additional coaches to be put on existing trains having regard to traffic justification the railways will endeavour to provide second class accommodation.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978.]

Recommendation [Sl. No. 134, Para No. 11.25(1)]

The Committee also suggest the following measures to reduce over-crowding 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 Cars accommodation for short distance day journeys.

Reply of Government

Noted. First and Second Class Chair Car Coaches have been provided in many short distance fast trains involving day journeys. Such coaches will be provided on additional short distance intercity trains.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978.]

Recommendation [Sl. No. 135, Para No. 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.

Reply of Government

Noted.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978.]

Recommendation [Sl. No. 136, Para 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.

Reply of Government

A design of 23165 mm (76 ft.) long three-tier sleeper coach has been developed and a prototype is under construction at ICF, Madras. The layout provides accommodation for 77 passengers to sleep, as against 72 passengers in the existing 21336 mm (70 ft.) long coaches. There will be 6 lavatories in 23165 mm long coaches as against 4 in the existing 21336 mm. (70 ft.) long coaches. The prototype of 23165 mm (76 ft.) long coach is likely to be turned out this year for service 'proving' trials. Series production will be taken up after making necessary design changes in the light of experience gained during these trials and Passenger reaction.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978.]

Recommendation [Sl. No. 137, Para No. 11.25(4)]

The result of the introduction of double-decker coaches in 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.

Reply of Government

9 Double Decker coaches have been introduced on 309/310 Sinhagad Express from 12-4-1978. Provision for the manufacture of 24 double decker coaches for use on short distance routes has been made in 1978-79 Rolling Stock Programme.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978.]

Recommendation [Sl. No. 138, Para No. 11.25(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 overcrowding and to augment revenues."

Reply of Government

The recommendation has been noted. The railways continue to have concentrated drives against ticketless travel on suburban and non-suburban sections. In this context it may be mentioned that during peak hours when there is overcrowding on suburban sections, which is a world wide phenomenon, it is not desirable to intensively check tickets in the trains. However, ticket checking at platforms and gates is intensified during such periods.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978.]

Recommendation (Sl. No. 140, Para No. 11.26)

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.

Reply of Government

With the existing terminal facilities and line capacity etc. railways endeavour to provide additional suburban services wherever feasible. During the year 1977-78 and April '78 time table, following additional suburban trains have been introduced/extended in Madras, Bombay and Calcutta areas:—

	Introduction	Extension
Calcutta area	51 trains	21 trains
Bombay area	68 trains	29 trains
Madras area	3 trains	7 trains

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978.]

... Recommendation (Sl. No. 142, Para No. 11.29)

The Committee find that the capacity of Integral Coach Factory is not being fully utilised 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 overcrowding 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.

Reply of Government

In the past, owing to constraints of funds provided by the Planning Commission for construction of coaches, the production at Integral Coach Factory had to be regulated to conform to the availability of funds. However, during 1978-79, with the funds made available by the Planning Commission for the production of coaches, it will be possible to utilise the capacity at Integral Coach Factory fully for production of 750 coaches/EMUs.

As regards the production of Second Class coaches, it is mentioned that during 1978-79, the production of these coaches is being maximised and Integral Coach Factory is planning to produce 316 BG Second Class coaches and 154 MG Second Class coaches. The balance capacity will be utilised for production of other essential coaches such as EMU coaches for suburban trains, Brakevans, etc., besides dealing with the order for export of coaches to Philippines, Uganda and Nigeria.

From September, 1977 onwards, ICF have started manufacturing Second Class 3-tier sleeper coaches with cushioned berths and backrests. The first lot of 12 such coaches have since been turned out and put into service on Gitanjali Express rake, as superfast Express train between Bombay and Howrah which was inaugurated on 4-11-77. Another 88 Second Class sleeper coaches have likewise been made available for service during the current year (1977-78) and 400 such coaches will be available for use on all Jayanti Janata trains and other long distance fast Express trains during 1978-79 and 1979-80.

Apart from padded cushions, the following additional amenities are also being provided gradually in the new Second Class 3-tier sleeper coaches:—

- (i) Tinted window glasses to prevent glare.
- (ii) One lavatory out of four will be of the Western style lavatory for the benefit of those passengers who are old,

sick or otherwise find it difficult to use the Indian style lavatory.

- (iii) Additional racks for keeping meal trays in hygienic condition.
- (iv) Space for keeping portable drinking water containers.
- (v) Space to keep linen and bedding for supplying to passengers in some Second Class sleepers on payment of prescribed charges.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978.]

Recommendation (S. No. 149, Para No. 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 enroute 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.

Recommendation (S. No. 150, Para No. 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.

Reply of Government

For easy reference and clarity, Indian Railways have brought out the All India Time Table of Mail/Express trains called 'Trains at a Glance' with effect from 1-10-77 which indicates trains on route-wise and train-wise tables. This has been proving very popular with the public.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978.]

Recommendation (S. No. 151, Para 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.

Reply of Government

Indian Railways bring out a Sheet Time Table indicating the timings of trains on that particular area and these are exhibited on the Station Notice Boards. Arrival/departure timings of trains are also displayed on the Notice Boards at various stations. Most of the Railways also issue small folders indicating abstract timings of trains.

It is also proposed to bring out 'trains at a glance' in Hindi. Zonal Railways bring out their edition of Zonal time tables which also contains the abstract timings of Mail/Express trains on the various other railways routes, in various concerned regional languages.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC|VI|10, dated 30-9-1978]

Recommendation (S. No. 154, Para 12.22)

The Committee suggest that patent medicines in common use like Saridon, Aspro etc. may be made available for 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.

Reply of Government

Sale of medicines like Saridon and Aspro etc. is permitted through mobile catering cars like dining/buffet/pantry cars on trains and miscellaneous articles contractors and static catering establishments at stations. As per extant rules, chemist stalls at Railway stations are allotted to unemployed graduates only. The instructions on this subject have been reiterated to the zonal Railways.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC|VI|10, dated 30-9-1978]

.. Recommendation (S. No. 156, Para No. 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 standards of maintenance of various services and provide all the passenger 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.

Reply of Government

Recommendations of the Committee are noted.

Each Zonal Railway will be instructed to select one station and provide all the amenities as per the set norms so that it can serve as a model for emulation by other stations.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-
EC|VI|10, dated 30-9-1978]

CHAPTER III

Recommendations which the Committee do not desire to pursue in view of Government's replies

Recommendation (Sr. No. 8, Para 2.44 and 2.45)

The Committee regret to note that there has been inadequate allotment of funds for passengers 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 amenities like provision of drinking water, urinals, latrines etc. continue to remain deficient at many of the stations.

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.

Reply of Government

A statement showing the Railway-wise details of expenditure under the Plan head "Passenger and Other Railway Users' Amenities" during the Fifth Plan period 1974-78 (actuals up to 1976-77 and Revised Estimate 1977-78) and the Budget Allotments for 1978-79, is attached (Appendix II).

With reference to the Committee's observation regarding inadequacy of allotment of funds under this Plan head, it has already been

submitted to the Committee that cuts imposed by the Planning Commission have affected the allotment of funds to the required extent. In view of the difficult position regarding plan allotments and the overall constraint on resources, cuts were imposed on various sectors of the Railways' Annual Plans during this period and the impact was felt under the Plan head "Passenger and Other Railway Users' Amenities" also.

An added factor was the absence of any balance in the Railways' Development Fund to which most of the works falling under this Plan head are charged. As the Railways were incurring net Revenue deficits in successive financial years from 1966-67 onwards, the works chargeable to the Development Fund had to be financed through temporary loans from General Revenues which steadily added to the Railways' indebtedness. As on 31-3-1974, the Railways were in debt to General Revenues to the extent of Rs. 108.30 crores under this Fund plus another Rs. 99.72 crores under the Revenue Reserve Fund, making a total indebtedness of Rs. 208.02 crores at the beginning of the Fifth Plan. Consequently, restrictions had to be imposed in the matter of allotments on Works chargeable to Development Fund including those relating to Passenger Amenities.

As regards the observation that Railways themselves have not been very keen to incur expenditure even of the minimal amount of Rs. 4 crores, it would appear that the figures of Rs. 3.03 crores and Rs. 3 crores respectively for 1975-76 and 1976-77, referred to by the Committee, do not take into account the allotments sought by the Railways from Planning Commission in respect of Passenger Amenity items under the head "Rolling Stock". The position in this connection is brought out in para 236 of the Report.

It may be stated here that the actual expenditure under this Plan head during the three year period 1974-75 to 1976-77 totalled Rs. 9.66 crores *vide* the statement attached as Annexure. Further, there has been improvement in the Railways' financial position since 1976-77 and handsome surplus have been generated both in that year and in 1977-78. Although the Railways continue to be in debt to General Revenues, these surpluses have enabled the Railways to meet the annual outlay on works chargeable to Development Fund fully from its own resources without taking recourse to fresh loans from General Revenues. Accordingly, it has been possible during 1977-78 as also in Budget 1978-79, to make the full stipulated allotment of Rs. 4 crores for the Plan head "Passenger and Other Railway Users' Amenities".

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC|VI|10, dated 29-8-1978]

Recommendation (Sr. No. 31, Para 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.

Reply of Government

Commodes provided in MLAs' Hostel (Punjab State) at Chandigarh are known as Anglo-Indian type the height of which is 12". This type can be used both for squatting (Indian style) as well as for sitting over it (Western style).

Indian Railways had carried out trials in passenger coaches in 1963-64 with a combined commode-cum-pan type and found that—

1. there was inadequate head-room when used as pan,
2. the commode and cover had a tendency to get dirty very soon,
3. the ladies and children were finding it difficult to use.

As regards the use of this type of WCs in the waiting rooms at stations etc. the difficulties mentioned above under items 2 and 3 will still hold good. As mentioned above the height of this type of WC is 12" and for those who like to squat, climbing 12" and squatting is not preferred. Also, as the width of this type of WC is narrow, aged persons, women and children find it inconvenient and difficult to use.

The present practice by and large is to provide Indian style latrines in all new constructions except at important stations where the number of latrines attached to the waiting rooms is more than one, one of the units may be European style.

In view of the above mentioned facts, the Railway Administration would like to continue the existing practice.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC|VI|10, dated 29-8-1978]

Recommendation (Sr. No. 36, Para No. 5.21)

The Committee feel that for want of separate bath-rooms, the Railway staff also use the toilets in waiting rooms meant for passen-

gers. They would like separate toilets to be provided for railway staff at important stations to avoid inconvenience to the passengers.

Reply of Government

At very large stations such as in Metropolitan cities where a large number of railway staff work at the stations one or two lavatories/bathrooms are earmarked for the staff. However, at other stations separate lavatories are not considered necessary for the Railway staff. Most of the station staff have duties of supervisory nature and they keep on moving up and down the stations, platforms and in yard. It is, therefore, natural for them to use the nearest available lavatory.

It may also be mentioned that Railway staff working at the station are provided accommodation close to the station. They come to the station after taking their bath etc. Therefore, the use of lavatories by the staff is mostly limited to the use of urinals and occasionally lavatories. Thus, there does not appear to be any need for providing separate lavatories/bathrooms for the staff at small and medium stations.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC|VI|10, dated 29-8-1978]

Recommendation (Sr. No. 40, Para 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.

Reply of Government

Bathing cubicles are provided at platforms at important stations. Suitable notices are also exhibited for the guidance of passengers. Bath Rooms are also provided in the waiting halls and attached to waiting rooms. Since suitable notices are being displayed for guiding the passengers regarding the location of bathing facilities provided, it is not considered necessary to publish the availability of the facility in the Railway Time Tables.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC|VI|10, dated 29-8-1978]

Recommendation (Sr. No. 44, Para 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, 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.

Reply of Government

Posts for various jobs to be handled at a particular station are sanctioned keeping in view the normal work-load round the year and not on the basis of peak load. Requirements of additional staff to meet with extra rush at a particular period of the year are generally met by creating temporary posts of short duration which are normally filled by transfer of staff, re-employment of retired staff and engagement of substitutes wherever found absolutely necessary. As soon as the extra rush of work is over, the additional posts are surrendered. This being the position, there is no surplus capacity available at any station for re-employment elsewhere. A close watch is always maintained to ensure that all the categories of staff are gainfully employed round the year. It may be mentioned that separate clerks for ticket booking and parcel work exist only at major stations where the work in each Branch justifies the provision of separate clerks. In such cases, the Booking and Parcel Offices are also physically away from each other. Incidentally the question of combining the cadres of Ticket Collectors and TTEs had been examined in 1974 when it was decided that the existing practice on Railways should continue.

As regards combination of the cadre of Booking and Parcel Clerks on the Railways, the information received so far indicates that there is a combined cadre of Commercial Clerks for booking and parcels work and in quite a few Railways goods also; and they are interchangeable. A separate cadre of Enquiry-cum-Reservation Clerks for all the Enquiry and Reservation Offices had been formed from 1964 as it was held that this Branch of work required specially trained staff.

It is further pointed out that any attempt to make Clerks multi-functional at the large stations where the transactions in each Branch are heavy is bound to effect efficiency and would not be workable. At smaller stations, the Station Master/Asstt. Station Masters perform a multitude of functions, including train passing, goods work, parcel and luggage work, ticket booking and ticket collection, since the work load in each branch does not justify provision of functional staff. At slightly more important stations, a general clerk only is provided who assists in ticket booking, parcel and luggage work and ticket collection.

It will thus be seen that on the Railways there is already in force the employment of multifunctional staff as well as single-functional staff depending upon the justification based on the size of transactions at the different stations in respect of the various branches of work.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC
VI/10 dated 29-8-1978]

Recommendation (Sl. No. 59, Para No. 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."

Reply of Government

The Public Address System at stations is primarily used for announcements of arrival/departure of trains, berthing of trains, change of platforms etc. In addition, various slogans on Safety, Ticketless Travel, Social Education, Public Amenities etc. concerning the railway working are also announced. Because of a very large schedule of announcements it is not possible to further enlarge the scope of announcements on the Public Address System.

The relaying of news will be continuously interrupted for announcements of arrival and departure of trains which will invite more complaints than appreciation. For playing music in trains, the Indian Performing Right Society Ltd., Bombay and others have preferred claims to the tune of lakhs of rupees for playing recorded music on Public Address System even in trains under Copyright Act, 1957. The relay of music in Rajdhani Express and Air-conditioned Deluxe trains running between New Delhi and Bombay Central has since been discontinued. Due to the prohibitive cost of playing music on trains and at stations it has not been found feasible to play instrumental music on Public Address System provided at stations.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/
VI/10 dated 29-8-1978]

Recommendation (Sl. No. 61, Para No. 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."

Reply of Government

The relay of music in Rajdhani Express and the air-conditioned deluxe trains running between New Delhi-Bombay Central has since been discontinued as the Indian Performing Right Society and others have preferred claims to the tune of lakhs of rupees for playing recorded music on Public Address System in these trains under Copyright Act, 1957. However, the question extending the CCTV to Rajdhani Express and air-conditioned deluxe trains is under consideration of the Ministry of Railways.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/
VI/10 dated 29-8-1978]

Recommendation (Sl. No. 74, Para No. 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 up to Rs. 25/. Similarly for dormitories, the rent charged is up to 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."

Reply of Government

There are various factors that have to be taken into consideration by Railways in fixing the charges for retiring rooms/dormitories. *Inter-alia*, these are the passenger traffic offering at the station, importance of the place from tourist and commercial angle, the cost of land in the area, the prevailing rates of hotel accommodation of comparable standard in the locality, occupation ratio etc. Since the railways have to incur expenditure on repairs and maintenance of the retiring rooms/dormitories and also on staff to look after them, it will also not be financially justified to adopt a ceiling of Rs. 10/- for a double bed room and Rs. 2/- per bed in dormitories. However, every effort is made by the railway administration to keep the charges as low as possible.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/
VI/10 dated 30-9-1978]

Recommendation (Sl. No. 91, Para No. 10-26)

The Committee find that the results of analysing of samples in the railway laboratories are not legally acceptable for the purpose of taking action under the Prevention of Food Adulteration Act and what 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.

Reply of Government

Analysis of food samples under the Prevention of Food Adulteration Act, 1954, and the rules thereunder has to be undertaken by highly qualified Public Analysts. Even the State Governments have been finding it difficult to fill up the posts of Public Analysts in their laboratories by persons with prescribed qualifications and expertise. It may, therefore, not be feasible to have analysis with a high degree of accuracy being made in the Railway laboratories which are primarily meant as pre-testing laboratories for quality control. Even if the Railway laboratories themselves were to be equipped staffed for such analysis, it may have adverse public reactions of bias, as even against the samples analysed in the State Laboratories, a number of complaints are being received and the States, it is understood, are thinking in terms of inter-State analysis.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/
VI/10 dated 30-9-1978]

Recommendation (Sl. No. 117, Para No. 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."

.. **Reply of Government**

The recommendation regarding proper training of Cooks, Asstt. Cooks, Chefs etc. is accepted and necessary instructions in this regard have been issued to the Railways. As regards appointment of only trained personnel with adequate experience as cooks, it may be mentioned that cooks are in the intermediate grade and these positions are filled by promotion and as such, in view of the overall recruitment rules of the Railways, it is not possible to implement the Committee's recommendations. Railways will however ensure that every cook/etc. are given intensive training before they take over the duties of cooks/chefs independently. ..

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/ VI/10 dated 30-9-1978.]

.. .. **Recommendation (Sl. No. 121, Para No. 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."

Reply of Government ..

Appointments in the various categories of the Catering Deptt. on the Railways have to conform to the overall recruitment rules of the Railways which have been developed over the years keeping in view career prospects of the employees, job opportunities, promotion, etc. The vacancies in the intermediate grades on the Railways are filled by promotions and as such it is not possible to fill up the vacancies in the Catering Deptt. only by persons having training in catering. Recently when a decision was taken to fill up 25 per cent of posts in the Managers' category directly by candidates with specialised training in catering, the scheme came under dispute with recognised trade unions. The matter is being pursued further. It is, however, being ensured by the Railways that staff working in catering deptt. are given intensive and specialised training so that they may discharge their duties efficiently and bring in improvement in the standard of catering service.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/ VI/10 dated 30-9-1978.]

Recommendation (Sl. No. 125, Para No. 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 overcharge."

Reply of Government

The tariff rates for main meals, snacks, etc. are already on display in refreshment rooms and other catering establishments. These are published in the Railway Time Tables and are also available with vendors and as per recent recommendation of the Estimates Committee, Railways have also been instructed to print the tariff of a few main food items on the bills (Cash Memo).

The Mobile Catering cars are provided on about 70 pairs of trains only whereas there are about 19,000 passenger coaches in service on Indian Railways. To display the tariff on all the passenger coaches on one hand is a stupendous job and on the other it is not physically possible to print the tariff in all the coaches and also change the rates from time to time whenever there are revisions. It would also be of no practical use as on large number of trains there are no mobile services. As mentioned above, there is adequate arrangement to convey to the passengers the correct tariff rates. Instructions have, however, been issued to the Railways to ensure conspicuous display of tariff for main meals and snacks in Mobile Catering cars, for which there are already standing instructions. Instructions have also been issued to the Railways to ensure that the bearers, meal canvassers, etc. also carry authenticated tariff cards indicating tariff for main meals and some important snacks which they will produce on demand from the passengers.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/
VI/10 dated 30-9-1978.]

Recommendation [Sl. No. 139, Para No. 11.25 (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."

Reply of Government

The Ministry of Railways are a part of the Central Government and can borrow money only from general finance. It is not permitted for the Ministry of Railways to raise funds from financial institutions like the L.I.C. and the nationalised banks. It is for the Ministry of Finance to raise resources from those institutions.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/
VI/10 dated 30-9-1978.]

Recommendation (Sl. No. 143, Para No. 11.41)

"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 of each class of travel on a realistic basis has not yet been completed. The Committee regret to note the inordinately 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."

Reply of Government

The detailed information regarding action taken on the Railway Convention Committee's 4th Report in March 1973 presented to the Estimates Committee is incorporated in paras 11.30 to 11.40. This explains that the Ministry of Railways, initiated detailed and elaborate exercise to evolve a suitable methodology for an acceptable technique for determining and analysing in detail the cost of operation by various classes of passenger services in right earnestness from 1973. In the absence of a comparable study by other Railways of the world particularly in the field of coaching services, the process of working out a methodology was fraught with numerous difficulties, its complexity and magnitude of the job involved and a good deal of experimentation had to be done in the formulation methodology which at a certain stage, also involved re-writing of the already established programme for initial methodology for bifurcation of goods and coaching services all over again in May 1975.

2. It was further brought to their notice that the booking of expenses does not straightaway lend itself with facility for the purpose of unit cost analysis. A series of exercises had to be undertaken, therefore, to introduce new heads of accounts to facilitate tallies under major and significant areas of joint costs to indicate booking separately under goods and coaching services. Thus the task handled by the costing cell was not only to evolve a methodology which will be able to produce an acceptable unit cost analysis of coaching

services but also to take corrective action in the other source areas from where the necessary data is to be drawn.

3. As already advised, the provisional results had data relating to the year 1974-75 and were ready at the time of tendering the oral evidence before the Estimates Committee. Unfortunately the year 1974-75 happened to be a year of the Railway General Strike, 'bunds' and an economic slump and the results evolved did not reflect the true position. Further, passenger traffic in subsequent years (i.e.) 1975-76 had undergone a significant change particularly on account of the impact of introduction of a large number of fast trains with higher seating capacity coaches, factors which have a definite bearing on the cost and economics of passenger travel. It is therefore, in this context that the expenses for 1975-76 and 1976-77 have to be processed with the refinements introduced on the basis of past experiences in order to bring out a fairly realistic cost analysis for managerial use.

4. The magnitude of the work involved in evolving a methodology of unit cost analysis of coaching services can perhaps be judged from the time taken in finalising a satisfactory methodology for unit cost analysis for goods services the job was undertaken by a special team consisting of one costing/Statistical Officer and a Senior Accounts Officer in the initial stages and subsequently testing the methodology in field they took about 4-5 years, and still the methodology for bifurcation of goods and coaching costs has to be re-edited in 1975 when the methodology for unit cost analysis for coaching services was being formulated. Costing is a continuous process, which strives to introduce further refinements in the methodology with the various uses and problems it is called upon to resolve. The time taken in working out a methodology for unit cost analysis (coaching) in view of various difficulties mentioned above and the enormity of the problem should, in fact, be described as an extremely intensive exercise and the efforts are at the moment on to put the analysis to final test after preparing the results of three concurrent years of coaching cost analysis for the years 1974-75, 1975-76 and 1976-77. The unit cost analysis for 1975-76 had to be further supplemented with some field surveys, which has taken about six months to finalise and all the Zonal Railways have practically completed this exercise. Board will be in a position to present this analysis by the end of this financial year.

5. Even after these supplementary studies and refinements in methodology it cannot be stated with certainty that finality would

be achieved in the field of costing. If further inconsistencies or anomalies are thrown up requiring further studies and refinements, more studies and reviews of methodology may be called for. However the result of the analysis would be made available indicating also the areas where there is still scope for further improvement.

6. Indian Railways as a public utility service are therefore obliged to render economic mode of transport to travelling passengers and also for the movement of essential commodities in the country. The fare structure for passengers has largely been historical and costs have formed only a part of this basis. The structure of freight rate has been examined by Freight Rate Structure Committees from time to time but they were not asked to advise on passenger fares and other coaching tariffs. Broadly re-adjustment and increases in the passenger fares are made taking cognisance of the increase in the cost of material and wages of staff etc. and the capacity of certain categories of passengers to bear increased fares, keeping in view the broad social-economic goals. These were resorted to in the absence of specific cost studies made. As the committee are aware that the entire question of fare structure of passengers including other coaching and other allied matters has been now remitted for the consideration of the Railway Tariff Enquiry Committee, we may await their views.

7. The losses on coaching services are broadly assessed to bring out the loss on suburban and other services. Detailed procedure of assessment of loss on coaching services is however made available for the information of the Committee (Appendix III). This procedure does not require detailed analysis of costs into further groupings such as service-wise e.g. Passenger, Parcel, Luggage etc. or class-wise i.e. A. C. First, Second etc.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/
VI/10 dated 30-9-1978.]

... Recommendation (Sr. No. 153, Para No. 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.

Reply of Government

The present arrangement with regard to providing medical care to a passenger suddenly taken ill during the journey is that the

nearest railway medical officer is informed by a telephone message by the guard or the conductor of the train or the station master, who attends to him at the next train halting station where a railway doctor is provided. This railway doctor gives whatever attention he can. And on examination and diagnosis that he can make, renders first-aid treatment to alleviate the suffering and save the life or the limb. In case of serious ailment, he also advises the ailing passenger to get down either at that very station if a hospital exists, or at the first train halting station where a suitable hospital to look after the nature of ailment the passenger is suffering from, is located.

The recommendation of the Committee that where a passenger wants services of a specialist, they should be provided and that the railway doctor as a matter of duty has to arrange admission of the patient in the nearest hospital, it would be realised, may not be possible as a rule because it will not be possible for either the patient or the guard, the conductor or the station master to indicate as to which medical specialist is required. Since in such cases, the attendance is required at short notice, even if this is indicated, such medical specialist from a medical college, government hospital or a private practitioner (on whom the railways have no control) may not attend on a message being sent by a railway doctor, or in fact any railway authority. Attendance by a specialist at the railway station and confining his attention only to the stoppage of the train may also be not of much value. What is required in these cases is that the patient is taken to the medical specialist where he has assistants, and equipment to give the required treatment.

As has been indicated above, advice and help for admission in the nearest hospital is always offered by the railway doctor and seriously ill patients are taken in by the hospitals, most of which are non-railway ones. As indicated by the Committee, these hospitals, if they admit patients do so on payment of charges by the passengers.

The above arrangements have been found to be adequate. The railways are unable to take the responsibility for either reserving accommodation or asking the hospitals to admit patients on messages because of the difficulties described above and the legal implications of the same, as ultimately it is the patient's desire to seek treatment and admission of the choice he wants.

CHAPTER IV

RECOMMENDATIONS/OBSERVATIONS IN RESPECT OF WHICH GOVERNMENT'S REPLIES HAVE NOT BEEN ACCEPTED BY THE COMMITTEE

Recommendation (Sr. No. 5, Para Nos. 2.31 and 2.32)

2.31 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.

2.32. 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.

Reply of Government

2.31. Basic amenties as defined below have been provided at all the stations of the Indian Railways.

At regular stations:

- (i) Waiting hall
- (ii) Benches
- (iii) Suitable arrangement for lighting the waiting hall and booking office.
- (iv) Drinking water supply.
- (v) Latrines.

(vi) Platform with proper surface (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 requirements).

(vii) Booking arrangements.

(viii) Planting of shady trees.

At halt stations:

(i) A rail level platform of suitable length having regard to the lengths of the trains stopping at the station.

(ii) A small waiting shed which will serve also as the booking office.

..

(iii) Lighting where trains stop at night; and

(iv) Planting of shady trees.

2. Considering the magnitude of the work involved in providing all passenger amenities, the concept of provision of basic amenities at all stations of the Indian Railways on a priority basis was developed in 1952. During its deliberations, the Railway Catering and Passengers Amenities Committee in 1967 reviewed the position and suggested that in view of the large outlay involved in provision of improved type of latrines, Railways may consider going slow on this conversion of latrines so that adequate money could be found. The relevant extracts of this para are reproduced below:

"Improved Type Latrines—According to the stipulation made by the Railway Board in 1952, improved type latrines mean flush type latrine where piped water supply is available or aqua privy type or bore-hole type where piped water supply is not available. If this definition is to be strictly observed, the latrines at a large number of stations may have to be converted and the provision of minimum passenger amenities cannot be considered to have been completed until all dry type latrines are replaced by the approved type. The number of stations was given as 771 on the Southern Railway, 551 on the Western Railway and 450 on the Northern Railway.

During the Committee's tours a number of Railway Administrations suggested that this replacement should be assigned a lower priority. It was argued that with the exception of a few stations on each Railway, all stations had good

dry type latrines which were serving the purpose. Water supply was not available at hundreds of stations to enable the latrines being converted into flush type or aqua privy. Latrines at most stations were being used by a large number of outsiders and it was difficult to stop this practice. If the replacement of latrines was slowed down, the funds can be made available for making up the deficiency of other basic amenities like waiting halls etc.

The Committee feel that there is force in this argument and suggest that the complete replacements of dry type latrines be phased over a longer period on the Railways concerned. Improved type latrines may be confined to important stations but the arrears in this respect should be pulled up immediately.

3. As a result of this recommendation, the list of passenger amenities as detailed in para 1 above was modified and the Railways were instructed to provide these basic amenities by 31-3-71. This target date was adhered to on all the Railways.

4. It is, therefore submitted that all basic amenities to suit the level of traffic obtaining in 1971 were provided at all the stations by 31-3-1971.

5. Drinking water is available at all the stations, toilet facilities, waiting halls and booking offices are also available at all the stations of the Indian Railways. What is actually required now is to augment these facilities commensurate with the increased volume of traffic and the Railway Administration is taking action in this direction according to the resources available.

6. In this connection one of the major criticism has been non-availability of water to the passengers travelling in trains. Here it may be mentioned that although water (a basic amenity) is available at all the stations, what is actually demanded is that the distribution arrangement should be such that water is available to the passengers right adjacent to the coach. This obviously is not feasible.

7. However, the Railway Administration is taking action to increase the number of taps along the length of the platform, so that the passengers can be supplied water without any difficulty. With the large increase in the passenger traffic, these facilities are being continuously reviewed and augmented as far as possible.

8. Improvements/augmentation of the basic amenities has to be a continuous process as there is steady increase in the passenger traffic. It is not, therefore, practicable to lay down a time-bound programme as targets to be achieved are increasing/changing everyday.

9. The Railway's aim is to augment the basic amenities commensurate with the increasing traffic. However, in trying to reach this goal, provision of other additional amenities cannot be ignored since there is vociferous demand for them also. As the resources available are limited, the administration is hard put to strike a balance between the conflicting demands.

232. A time bound programme was drawn by the Railway Administration as far as basic amenities are concerned. Railways have completed the provision of these basic amenities by 31-3-71. This was reviewed in 1977.

As regards provision of additional amenities, they differ from station to station depending on geographical location, climatic conditions and the pattern of passenger traffic at a station. Only guidelines have been given to indicate to the Railways the scale on which the additional facilities are to be provided. On a rough estimate, for providing minimum additional facilities such as cover over the platform, Foot over bridge, improvement to circulating area etc. at all the stations on the Indian Railways, an amount of about Rs. 90 to 100 crores will be required.

With the changing pattern of traffic and difficulty for resources, it may not be practicable to lay down long term perspective plan with definite priorities.

It is the constant endeavour of Railway Administration to provide as many amenities as possible within the available resources and as per norms, in consultation with Railway Users' Amenities Consultative Committee. The position, therefore, is under constant review.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 29-8-78]

Comments of the Committee

Please see Para 1.10 of the Report—Chapter I.

Recommendation (Sl. No. 6, Para 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."

Reply of Government

A time bound programme was drawn by the Railway Administration as far as the basic amenities are concerned. Railways have completed the provision of these basic amenities by 31-3-71. This was reviewed in 1977.

As regards provision of additional amenities, they differ from station to station depending on geographical location, climatic conditions and the pattern of passenger traffic at a station. Only guidelines have been given to indicate to the Railways the scale on which the additional facilities are to be provided. On a rough estimate for providing minimum additional facilities such as cover over the platform, Foot over bridge, improvement to circulating area etc. at all the stations on the Indian Railways, an amount of about Rs. 90 to 100 crores will be required.

With the changing pattern of traffic and difficulty for resources, it may not be practicable to lay down any long term prospective plan with definite priorities.

It is the constant endeavour of Railway administration to provide as many amenities as possible within the available resources and as per norms, in consultation with Railway Users' Amenities Consultative Committee. The position is under constant review.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10
dated 29-8-78.]

Comments of the Committee

Please see Para 1.10 of the Report—Chapter I.

Recommendation (Sl. No. 9, Para 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 pas-

sengers. 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)".

Reply of Government

With reference to the observation that the amount provided for passenger Amenities should be enhanced considerably, it will be relevant to mention that, while presenting the Railway Budget for 1978-79, it was announced by the Minister for Railways that he was considering the question of increasing the allotment from Rs. 4 crores to Rs. 5 crores. The Works Programme for 1979-80 is being framed on this basis.

However, linking of the annual outlay on Passenger Amenity Works to the total earnings may not be quite realistic in as much as such comparison would not take into account the considerable Revenue expenditure being incurred by the Railways on the maintenance of all the existing facilities provided by way of Passenger and Other Railway Users' Amenities, such as waiting rooms, sheds, goods sheds, approach roads, water supply and sanitation arrangements etc. The quantum of this recurring expenditure which is charged to the annual working expenses of the railway is progressively increasing with the fresh investments made each year on additional works relating to Passenger and Other Railway Users' Amenities.

Having regard to the above and keeping in view the fact that all plan expenditure is subject to the Government's overall resources position, it is not considered feasible to earmark percentage of earnings from Passengers for expenditure on Passenger Amenity Works. However, the provision for additional Passenger and Railway Users' Amenities schemes, will be kept continuously under review from year to year and efforts will be made to provide optimum outlays subject to the Government's overall resources position.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10
dated 29-8-78]

Comments of the Committee

Please see Para 1.13 of the Report—Chapter I.

Recommendation (Sl. No. 13, Para No. 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 lakhs 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 fund 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 resources 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."

Reply of Government

"The Accident Compensation Safety and Passenger Amenities Fund was constituted with effect from 1-4-1974, in order to finance expenditure by way of Accident Compensation, certain categories of Safety Works and certain types of Passenger Amenity Works. The appropriations to the Fund (through surcharge on passenger tickets) and the expenditure from the fund on each of the categories referred to above, is tabulated below:

(In lakhs of rupees)

Appropriation to and Expenditure from ACSPAF

Year	Appropriation to Fund	Expenditure			Total
		(a) Accident Compensa- tion	(b) Safety Works	(c) Passenger Amenities	
1974-75	.. .	664.90	12.11	4.51	— 16.62
1975-76	.. .	789.99	50.90	32.10	0.73 83.73
1976-77	.. .	897.74	29.85	123.57	14.92 168.94
1977-78 (RE)	.. .	986.11	210.59	381.21	25.72 617.52
1978-79 (BE)	.. .	1018.35	264.58	585.06	64.94 914.58

It may be observed that the level of expenditure from the Fund has been steadily increasing from year to year and the ratio between the amounts appropriated to the fund and the expenditure from the fund has improved considerably. In the Budget Estimates 1978-79, against an anticipated appropriation of Rs. 10.18 crores, an amount of Rs. 9.15 crores is estimated to be spent out of the fund.

As regards the quantum of expenditure out of this fund on "Passenger Amenities" alone, it may be pointed out that works of Passenger Amenity nature are financed not merely from this fund but also from the Depreciation Reserve and Development Funds. An annual outlay of Rs. 4 crores on Passenger Amenities has been adhered to for the last few years in terms of the Railway Convention Committee's recommendations and in para 37 of the M.R's Budget Speech presenting the Railway Budget for 1978-79, it has been stated that the question of increasing the annual allotment from Rs. 4 crores to Rs. 5 crores is under consideration.

With reference to the suggestion 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, it may be stated that all expenditure is now broadly categorised as "Plan" and "Non-plan". As expenditure on Works irrespective of their source of financing will constitute "Plan" expenditure, it may not be feasible to keep the allocation of funds on Passenger Amenities from out of the ACSPAF outside the allocation of funds by the Planning Commission. Nor would this appear to be necessary in view of the position indicated above and the assurance that the Railways are examining as to what more works they could undertake in Passenger Amenities out of this Fund."

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10
dated 39-8-79.]

Comments of the Committee

Please see para 1.16 of the Report—Chapter I.

Recommendation (Sr. No. 14 Para No. 2.64)

The Committee are also surprised to find that the expenditure on provision of goods platforms 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 the Fund does not appear to be justified and needs careful reconsideration.

Reply of Government

Railway Convention Committee, 1954 had extended the scope of passenger amenities to include amenities for all users of Railway Transport. Since then there is a combined list of items of amenities both for passengers and other Railway users. The cost of all these items is charged to Development Fund—I and no distinction is made whether an amenity pertains to passengers or to other Railway users. The goods platforms and covers over them provide facilities to the users of Railway Transport, and at the time the Accident Compensation, Safety and Passenger Amenities Fund was constituted, these works did not find a place in the list of amenities chargeable to Development Fund—I. In view this and as no allocation distinction is made between a passenger amenity and an amenity of other users of Railway Transport, their cost was charged to Accident Compensation, Safety and Passenger Amenities Fund, even though the Fund was created by a levy on passengers.

The matter has been reconsidered and it is felt that the present arrangement may not be disturbed, particularly because of paucity of resources under Development Fund.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 29-8-78]

Comments of the Committee

Please see Para 1.20 of the Report—Chapter I.

Recommendation (Sr. No. 54, Para 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."

Reply of Government

The system of Travelling Ticket Examiners manning sleeper coaches sending advance information about vacant berths/seats in the coach to stations ahead was tried by some of the Railways but was not found feasible due to practical difficulties.

2. Important Mail/Express long-distance trains generally carry a large number of sleeper coaches. Apart from those with confirmed reservations passengers who are not holding confirmed reservations even board the running train without the consent knowledge of the train checking staff who have to allot available accommodation during the run of the train. It is, therefore, not possible within the short stoppage provided to these trains at intermediate stations, to determine and pass on information regarding vacant berths/seats in respect of various individual sleeper coaches on the train.

3. Surprise checks by Officers and supervisory staff are carried out at platforms and in trains to ensure proper allotment of available accommodation to the passengers. Prompt action is taken against the staff found involved in any irregularity.

4. In the Bombay—New Delhi Rajdhani Express, VHF equipment with microwave system has been installed which is connected to selected points between Bombay and Ratlam. Information about availability of accommodation etc. in this train, is passed on to stations ahead on this system.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-
EC/VI/10 dated 29-8-78]

Comments of the Committee

Please see Para 1.33 of the Report—Chapter I.

Recommendation No. 64, Para No. 8.116

"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."

Reply of Government

The allotment of retiring rooms at stations is normally made for 24 hours and part thereof but the charges are recovered for a minimum of 24 hours. Even in the hotels the charges are levied for

24 hours and part thereof and not for 12 hours. The fixation of charges on 12 hourly basis, will not only discourage the passengers from using the retiring rooms but will also cause inconvenience to them.

For the passengers desiring to stay for short duration, waiting rooms with adequate facilities are already available at railway stations.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 29-8-78]

Comments of the Committee

Please see Para 1.36 of the Report—Chapter I.

Recommendation (S. No. 85—Para No. 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.

Reply of Government

Tea is served on the Railways by catering establishments both managed departmentally as well as by private contractors. Departmental establishments procure tea from most reliable and reputed sources such as Tea Trading Corporation of India (a Government Undertaking), Spencers, Liptons, etc. and only standard brands of tea are used. Certain expertise has already been gained by the Railways in the preparation of tea over the years and it is not considered necessary to have further expert opinion on this subject. A constant watch is kept on the quality of tea served to passengers by frequent inspections and surprise checks by Officers and Inspectors of the Medical and Commercial Departments of the Railways and defaulters are taken up severely.

The recommendation of the Committee, however, has been noted and instructions to ensure service of good tea to the passengers are

being reiterated to the Railways and every effort would be made to ensure service of good tea to the passengers by units managed both departmentally as well as by private contractors.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-
EC/VI/10 dated 30-9-1978]

Comments of the Committee

Please see Para 1.43 of the Report—Chapter I.

Recommendation (S. No. 94—Para No. 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 Committee as a part of the standing agenda.

Reply of Government

Initially, the menus for Standard Thali Meals were finalised in consultation with the Regional Catering Institutes. The Railways have now acquired certain amounts of expertise in this field and every endeavour is made to provide well-balanced and nutritious food to the passengers.

Since finalisation of menu is a specialised function, it is felt that the present policy may continue, as getting these menus approved by Consultative Committees would be a long drawn time consuming process and not a practical proposition. Furthermore, a train runs from one region to another region and recommendation of a Zonal Committee may not find favour in all regions.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-
EC/VI/10 dated 30-9-1978]

Comments of the Committee

Please see Para 1.49 of the Report—Chapter I.

Recommendation (S. No. 141—Para No. 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 regions and amenities provided in adequate measure to meet their requirements."

Reply of Government

Augmentation of existing amenities/facilities is a continuing process. Existing facilities are periodically reviewed by the Railway who also put up fresh proposals before the Zonal Users Consultative Committee while discussing Railway's annual programme for passenger amenity works. This Committee recommends inclusion of new works in the annual works programme according to availability of funds.

In view of the facts mentioned above it is felt that there appears to be no further necessity of a 'fresh review'.

The financial resources with the Railways for providing Passenger Amenities are limited and hence they have to be distributed according to the relative needs of suburban and non-suburban sections.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10
30-9-1978.]

Comments of the Committee

Please see Para 1.52 of the Report—Chapter I.

Recommendation (S. No. 144—Para No. 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. 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 conces-

sions 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.

Reply of Government

The grant of travel facilities to railway employees is reviewed from time to time. This question has again been reviewed on the recommendations made by Third Pay Commission who suggested consideration of curtailment in the travel facilities enjoyed by railway employees. In any major industrial undertaking, as in the Transport Industry, the mutual expectations between the organisation and its labour are characterised by the unique peculiarities of the undertaking. These expectations shape in the course of the undertaking's history into a healthy and mutual relationship through the problems of growth and sustenance they face and overcome over long years in a mutuality of concern and devotion. Travel concessions to the employees on Indian Railways have, thus, historically grown as an integral part of the organisation. Rail, road and air transport organisations throughout the world grant travel facilities to their employees. The travel facilities granted by some foreign railways are even more liberal than on Indian Railways. In this background the travel facilities now granted to their employees by the Indian Railways, flowing from a long history of service, will not bear any reduction without injury to the balanced harmony of relationship between the organisation and its labour. It will be a retrograde step and it is considered undesirable to precipitate any reduction in the present travel facilities granted to the railway employees.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978]

Comments of the Committee

Please see Para 1.57 of the Report—Chapter I.

Recommendation (S. No. 145—Para No. 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.

Reply of Government

It has since been decided that the persons appointed/promoted to gazetted rank after 1-8-69 will be issued first class passes/PTOs and not first class 'A' which would be issued to persons who were appointed/promoted or held gazetted post prior to 1-8-69. It has also been decided that the employees appointed after 1-8-69 will be issued first class passes/PTOs when they draw a pay of Rs. 575/- p.m. and above.

It has recently been decided that railway officers who were previously eligible to take their entire family (wife and children) while performing journey on duty would hereafter be allowed only two berths on duty and they can take their minor children with them but have to manage only in a coupe or two berths.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978]

Comments of the Committee

Please see Para 1.57 of the Report—Chapter I.

Recommendation (Sr. No. 148 Para No. 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.

Reply of Government

The recommendation has been noted. All efforts will be made to prepare a time-bound programme for electrification of all Stations which have electric power in their vicinity, subject to the prescribed guidelines and availability of funds.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978]

Comments of the Committee

Please see Para 1.60 of the Report—Chapter I.

Recommendation (S. No. 152 Para 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.

Reply of Government

Today Railways do not accept responsibility for the treatment of a sick passenger. The Railway Medical Services are meant primarily for looking after the health of the railwaymen and to meet contingencies in case of accidents. Sick people generally do not travel and if they have to, they make their own arrangements, which is expected of them.

As per the existing provisions, while it is not incumbent on the railways to provide medical relief to passengers who take ill, such assistance is invariably rendered in practice as a matter of courtesy to a customer. The charges levied are on the principle that the relationship between a bonafide passenger and a railway doctor must be that of a private patient and his medical attendant.

In regard to publicity of the above referred practice, the following para is published for the guidance of public in the Railway Time Table 'Trains at a glance'—April '78.

"In case any medical aid is required on account of any sudden injury or illness please contact the Guard, Conductor or Coach Attendant who will arrange for a Railway Doctor to attend to supply medicines at the prescribed charges."

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978.]

Comments of the Committee

Please see Para 1.63 of the Report—Chapter I.

Recommendation (S. No. 155 Para 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 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.

Reply of Government

Railways have already a system of ascertaining the reaction of the passengers about the deficiencies and defects in coaching stock, food served, services provided by the Railways etc.

Suggestions/Complaints Books have been provided at all Railway Stations|Reservation Offices as well as with the staff in trains where passengers are welcome to record their suggestions on the various facilities provided.

The reactions and suggestions of passengers are examined and corrective measures taken to the extent feasible.

The Railway Users' Consultative Committees at the Divisional and Zonal levels take up problems pertaining to the region and all suggestions made by members of these Committees are examined and action as feasible taken. At the National level, 3 or 4 important subjects are taken by rotation, to make the discussions more purposeful and effective. Any suggestions received from the members are examined, and the action taken thereon indicated. However, any important improvements made in the amenities provided to passengers is always discussed by Railway Users' Consultative Committees functioning at various levels.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978.]

Comments of the Committee

Please see Para 1.67 of the Report—Chapter I.

CHAPTER V

RECOMMENDATIONS/OBSERVATIONS IN RESPECT OF WHICH GOVERNMENT'S REPLIES ARE OF INTERIM NATURE

Recommendation (Sr. No. 1 Para 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. 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 obligations 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 Railway Users' Consultative Committee.

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.

Reply of Government

Items which were deleted from the list of passenger amenities in the year 1961 but again added in the year 1967 are;

- (i) Provision of Retiring Rooms.
- (ii) Provision of additional footover bridges at railway stations.
- (iii) Provision of washable aprons on passenger platform lines

Two more items which were included in the list of passenger amenities in the year 1968 are;

- (i) Extension of platforms to accommodate full length trains carrying additional coaches provided to relieve over-crowding; and
- (ii) 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.

Out of the above five items, three items namely provision of additional footover bridges, provision of washable aprons and extension of platforms to accommodate full length trains have since been deleted from the list of passenger amenities. The opening of new flag stations or conversion of halt stations into flag stations has also been excluded from the list of passenger amenities. The deletion of the item of additional coaches to compensate the loss in seating capacity, is also being considered. The retiring rooms were considered, for all intents and purposes, as an amenity to passengers and were thus reincorporated in the list of passenger amenities. However, as recommended by the Committee, the list of passenger amenities will be reviewed in consultation with the representatives of the NRUCC as soon as the Council is reconstituted for the current term.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10
dated 29-8-1978.]

Comments of the Committee

Please see Para 1.7 of the Report—Chapter I.

Recommendation (Sr. No. 2—Para 2.17)

“The Committee consider that only those 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'."

Reply of Government

As indicated in reply to Serial No. 1—Para 2.16, three items, namely provision of additional footover bridges, provision of washable aprons and extension of platforms to accommodate full length trains have since been deleted from the list of passenger amenities. The opening of new flag stations or conversion of halt stations into flag stations has also been excluded from the list of passenger amenities. The deletion of the item of additional coaches to compensate the loss in seating capacity, is also being considered. Further, as recommended by the Committee, the list of Passenger Amenities will be reviewed in consultation with the representatives of the NRUCC as soon as the Council is reconstituted for the current term.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 29-8-1978.]

Comments of the Committee

Please see Para 1.7 of the Report—Chapter I.

Recommendation (Sr. No. 3—Para 2.18)

"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 meagre amount allotted for passenger amenities is really spent for this purpose in the large interest of travelling public."

Reply of Government

The scope of passenger amenities was extended by Railway Convention Committee 1954 so as to include amenities for all users of Railway transport. Since then there is a combined list of items of amenities both for passengers and other railway users, hence items like improvements of Goods and Parcel Offices appear in the List of Amenities. However, as mentioned in reply to (Serial No. 1—Para 2.16), the list will be reviewed in consultation with the representatives of the NRUCC as soon as the Council is reconstituted for the current item.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 29-8-1978.]

Recommendation (Sr. No. 11—Para 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".

Reply of Government

As regards the observation regarding wide variations in the amount allotted for passenger Amenities to different Zonal Railways, it may be stated that as the annual allotments take into account the number and nature of Works in Progress on each Railway, some variations from year to year will be unavoidable. Besides, the Zonal Railways also vary largely in size, in the number of stations and in numbers of passengers carried etc. The proposals for works are framed keeping in view the approved norms of amenities to be provided at stations and on trains.

As regards the recommendation regarding evolving guidelines for allotment of funds in consultation with the National Railway Users Consultative Committee, it is submitted that the NRUCC is now under reconstitution, on completion of which action will be taken for consultation and laying down of suitable guidelines as desired by the Estimates Committee.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 29-8-1978.]

Recommendation (Sr. No. 26 Para 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 laydown 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 good by all the Railways at all the stations within a time-bound programme.

Reply of Government

Noted. The Review Committee has been requested to expedite the report.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 29-8-1978.]

Comments of the Committee

Please see Para 1.23 of the Report—Chapter I.

Recommendation No. 29, (Para No. 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."

Reply of Government

The proposal to introduce the Group Insurance Scheme for porters is already under consideration by the Ministry of Railways in consultation with the Life Insurance Corporation of India and the Ministry of Labour. The Life Insurance Corporation of India has already been requested to formulate a scheme taking various factors into consideration. Final decision will be taken after studying the various aspects of the scheme in consultation with Life Insurance Corporation of India and the Ministry of Labour.

The safaiwalas who are railway employees on regular establishments are covered under the Railway Employees Insurance Scheme as well as the Deposit Linked Insurance Scheme, which are modelled on the lines of the Schemes framed for Central Government employees.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/VI/10 dated 30-9-1978]

Comments of the Committee

The final decision in regard to Group Insurance Scheme for Porters may be expedited.

Recommendation No. 71 (Para No. 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."

Reply of Government

Comments from the Zonal Railways on provision of furniture in Retiring rooms/Dormitories have been received and guidelines are being formulated.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/
VI/10 dated 30-9-1978]

Recommendation No. 108 (Para No. 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.

Reply of Government

The recommendation is noted. The Zonal Railways have been asked to examine the recommendation and give their views and suggestions in this regard. Further action will be taken on receipt of the Reports from the Zonal Railways.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/
VI/10 dated 30-9-1978]

Recommendation No. 111 (Para No. 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."

Reply of Government

The recommendation has been accepted and necessary instructions have been issued to the Zonal Railways for implementation and reporting the details of the action taken to this Ministry in due

course. On receipt of the reports from the Railways, the Committee would be informed of the details of action taken.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/ VI/10 dated 30-9-1978]

Recommendation No. 115 (Para No. 10.80 and 10.81)

"Committee need hardly stress that proper training of catering personnel is a pre-requisite 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.

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."

Reply of Government

The recommendation of the Committee has been noted and the matter is being examined further.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/ VI/10 dated 30-9-1978]

Recommendation No. 120 (Para No. 10.86)

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

Reply of Government

The recommendation is accepted so far as the non-gazetted staff are concerned. The importance of training has been stressed and emphasised on the Railways and they have been asked to train all categories of the non-gazetted staff on the basis of a phased time bound programme. As regards training of gazetted staff the matter is under examination.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/
VI/10 dated 30-9-1978]

Recommendation No. 146, (Para No. 12.5)

It is surprising that in spite of the assurance given to the Railway Convention Committee in October, 1973 that constant 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 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.

Reply of Government

Electrification of railway stations is undertaken on the following guidelines:

- (i) At least one pair of night trains should be halting at the station.
- (ii) There should be commercial importance of the station especially in regard to the number of passengers entraining/de-training from the night trains.
- (iii) Service connection charges payable to the electric supply undertakings/State Electricity Boards should be reasonable.
- (iv) Tariff for power supply should be reasonable.

Railway Stations which become eligible for electrification based on the above guidelines, are included in the Railway's Works Pro-

grammes based on the recommendations of Railway Users' Consultative Committee, which recommendations take into consideration the availability of funds for the purpose.

Adequate liaison is maintained with the State Electricity Board for electrification of railway stations. At present, 295 Railway Stations have electric power in near vicinity but are awaiting electrification. There is difficulty in electrifying all these Stations because the State Electricity Boards have laid down unreasonable conditions. In case of electrification of 37 Stations, State Electricity Boards want the Railways to contribute to the loans/debentures floated by them inspite of Ministry of Energy having advised them not to make this demand, in case of 17 Railway Stations, unusually high cost of service connection charges has been demanded and 149 Stations have not been taken up for electrification for non-availability of funds. Efforts, however, are being made to electrify as many Stations as possible within the prescribed guidelines. Out of a total of 7975 Railway Stations on Indian Railways, 4969 Railway Stations have already been electrified. It would help electrification of Railway Stations if State Electricity Boards adopt a reasonable attitude and do not want the Railways to pay unreasonable charges.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/ VI/10 dated 30-9-1978.]

Recommendation No. 147, (Para No. 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.

Reply of Government

Electrification of Railway Stations has been made subject to compliance with unusual demands of voluntary loan contribution/purchase of rural debentures etc., by some of the State Electricity Board. The allotment of overall funds for the electrification of Railway Stations is limited. Besides, no separate Budget allotment is made to the Railways for contribution to such voluntary

loan schemes/rural electrification debentures etc. In fact it has been considered that such demands from the State Electricity Boards are not consistent with the provisions of the Indian Electricity Act 1910 and Indian Electricity (Supply) Act 1948 and the matter was taken up with the State Electricity Boards, Ministry of Energy, Ministry of Finance and Planning Commission. A decision has been reached that the demands of the State Electricity Boards being inconsistent with the provisions of the above Acts, the Electricity Boards would need to meet such expenditure from funds allotted for the transmission and distribution sector in their Annual Plans and that the details of any significant outlays on the part of the Electricity Boards in giving electric connections to the Railway Stations would be advised to the Planning Commission and Plan Finance Division of the Ministry of Finance at the time of formulation of Annual Plans and related instructions have been issued by the Ministry of Energy to all State Electricity Boards and Power Departments of all Union Territories. It is, however, being observed that the State Electricity Boards are not yet reconciled with this position. Electrification of 37 Stations at present is held up on account of such unusual demands for voluntary loan contribution/purchase of rural electrification debentures etc. The Ministry of Energy is being approached again.

[Ministry of Railways (Railway Board) O.M. No. 78-BC-EC/
VI/10 dated 30-9-1978]

NEW DELHI;

April 23, 1979.

Vaisakha 3, 1901 (S).

SATYENDRA NARAIN SINHA

Chairman.

Estimates Committee.

APPENDIX I

LIST OF PASSENGERS AND OTHER RAILWAY USERS, AMENITY WORKS

(Vide reply to recommendation at S. No. 10)

Charged to DF(1):

1. Provision of overhead and/or ground level arrangements at station for filling water in carriages, 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, station parcel offices and goods shed premises, but also purification plants installed, water coolers—electric or otherwise, water trolleys 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 of 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, a stations parcel offices and goods sheds etc. to cater to the needs of railway users.
6. Provision of bathing facilities at stations for use of passengers.
7. 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, waters troughs etc. to cater to the requirements of railway users.
8. Improvement to existing carriages such as provision of fans, improved lighting and lavatories, special insulation in roofs,

bigger water tanks in carriage, 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.

9. 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.
10. Exhibition of sheets time tables in glass fronted frames at stations, to serve the requirements of passengers.
11. Works under all the above heads meant to cater to railway users, provided in connection with Melas and required for periods exceeding 6 months.

NOTE : Works of this nature required for periods less than six months will be treated as temporary and charged to ordinary Revenue under paragraph 937-G I.

12. Any other works considered essential for meeting the requirements of railway users at any station, e.g. provision of Information Offices or Kiosks, provision of public announcement systems etc.

Charged to ACSPF (C) :

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

APPENDIX III

Statement showing Revised Estimates actuals, and Budget Estimates relating to Passenger and Other Railway Users' Amenities,

(*Vide* reply to recommendation at S. No. 8)

(In thousands)

Railways	1974-75			1975-76			1976-77			1977-78			1978-79		
	Revised Estimate	Actuals	Revised Estimate	Actuals	Revised Estimate	Actuals	Revised Estimate	Actuals	Revised Estimate	Revised Estimate	Budget Estimate	Actuals	Revised Estimate	Revised Estimate	Budget Estimate
Central	•	•	•	95.06	27.85	18.78	21.45	14.96	19.09	47.51	54.70				
Eastern	•	•	•	37.06	36.80	8.48	9.37	37.95	36.93	86.26	85.00				
Northern	•	•	•	34.53	136.62	73.99	1,04.51	61.39	72.51	62.14	75.00				
North Eastern	•	•	•	14.22	17.06	95.18	1,02.83	56.99	95.67	24.95	25.00				
Northeast Frontier	•	•	•	3.67	5.00	5.40	5.48	7.45	17.17	13.73	19.90				
Southern	•	•	•	32.69	20.40	21.23	25.55	43.76	46.89	34.66	42.50				
South Central	•	•	•	19.97	17.61	13.00	12.42	16.67	30.72	47.91	28.60				
Southeastern	•	•	•	12.70	18.86	9.18	11.07	18.52	28.51	42.14	20.00				
Western	•	•	•	22.27	32.92	37.73	63.29	39.99	39.47	45.14	49.30				
TOTAL	2,72.17	2,23.12		2,82.97		3,55.97	2	.97.68	3,86.96	4,14.24	4,00.00				

APPENDIX III

Methods adopted for evaluating loss on overall Coaching Services and Suburban (EMU and Non-EMU) Services.

(Vide reply to recommendation at S. No. 143)

1. Loss on Coaching Services

(a) The earnings from coaching services, including passenger services, are recorded separately in accounts. Sundry other earnings which are not attributable to either coaching or goods services, are apportioned between them on a suitable basis. Earnings from steam boat and ferry services and suspense transactions are, however, excluded for the purpose of evaluation of the results of coaching operations.

The expenditure on coaching services, leave alone passenger services, is not wholly identifiable in accounts. The portion of expenses attributable to coaching services is arrived at by allocating the total expenses to coaching and goods services. Whatever expenses are directly identifiable with either of these services are segregated first and allocated in full to the respective cost group. Joint or common expenses are then apportioned on suitable bases which have been evolved over a period based on the knowledge of the nature of operations and the results of sample studies made for the purpose.

The estimated expenses thus arrived at are then compared with the earnings from coaching services arrived at the loss or profit on coaching services.

This does not involve a detailed analysis of costs service-wise e.g., passenger, parcel, luggage class wise i.e., A.C., First, Second etc.

(b) The profit/loss on suburban services (EMU and Non-EMU) run within the notified suburban areas is separately worked out on the basis of methodology evolved for the purpose. The loss on suburban services so computed is then deducted from the total loss on coaching services to arrive at the loss on coaching services other than suburban services. The loss so computed covers all coaching ser-

vices excluding suburban passenger services and non-suburban passenger traffic alone.

2. Suburban Services

(a) EMU SERVICES

(i) *Ordinary Working Expenses.*—For evaluation of the cost of operation of the EMU Services, direct costs such as the entire expenditure on a station or section served only by EMU Services, including cost of staff working solely for the EMU Services and cost of repairs and maintenance of the EMU stock, are allocated to these services. Where the services are confined to a particular Division, the expenditure of the Division only is taken into account for working out the cost instead of the total expenditure on the entire Railway. In respect of repairs and maintenance of Civil Engineering assets including track, the allocation is made between EMU, other coaching and goods services on the basis of the respective gross tonne kilometres of the respective trains. In the case of joint staff common to EMU services as well as other coaching services, the pay and allowances of such staff are apportioned in the ratio of number of respective trains run. On the Electrical side, the cost of electric energy consumed is apportioned in the ratio of power consumption of EMU Services to the total power consumption by all services under electric traction. The expenses under repairs and maintenance of overhead equipment, etc. are apportioned in the ratio of train kilometres of EMU Services to the total train kilometres and shunting kilometres of all services under electric traction. General overheads are then allocated on *pro-rata* basis, *viz.*, in the ratio of the expenses apportioned to EMU Services to the total expenses of the Division. Changes in the apportionment of expenses are being contemplated as part of refinements which will be made available when finalised.

(ii) *Depreciation.*—Depreciation charges are calculated for EMU stock on the present day cost (taking into account the latest procurement cost) on straight line basis, taking normal life of the assets as 25 years. For other assets, the amount of depreciation is calculated on the basis of the booked cost, as the present day costs are not susceptible of suitable assessment. The depreciation charges, so distributed aggregate to the booked amount.

(iii) *Dividend.*—Interest charges for EMU Services are first calculated on the booked value of the assets charged to the capital to the end of the year, at the rates prescribed for calculating dividend to the General Revenues. These are then adjusted *pro-rata* to the actual dividend payments to the General Revenues.

(b) NON-EMU SERVICES

Suburban-Expenses of Non-EMU coaching services are not available at present separately for suburban and non-suburban services. So, the average cost of hauling a coaching train one kilometre is calculated from which the cost of EMU service is excluded and a revised cost per train kilometre for non-EMU coaching services is obtained. To this general cost of non-EMU coaching services, certain correction factors are applied to accord with the intensive use of rolling stock and other assets and on the suburban services, viz.:

- (i) increased fuel consumption on the suburban services.
- (ii) Increase in cost of repairs and maintenance depreciation and interest charges due to intensive utilisation of coaches.

The correction factors have been decided based on *ad hoc* studies. The total costs are then obtained by multiplying the average cost per train kilometre as arrived at above by the booked time-table train kilometres of the concerned Railway. New studies are being conducted to bring out a revised procedure for assessing the share of expenses for non-EMU suburban services.

(c) EARNINGS

Passenger earnings accounted through season and ordinary tickets, as are identifiable to suburban services, are taken into account and in addition other miscellaneous share of advertisement etc. are taken.

APPENDIX IV

(Vide Introduction to the Report)

Analysis of Action Taken by Government on the 10th Report of the Estimates Committee (Sixth Lok Sabha).

	<i>page</i>
I. Total Number of recommendations	153
II. Recommendations which have been accepted by the Committee (Nos. 4, 7, 10, 12, 15 to 25, 27, 28, 30, 32 to 35, 37 to 39, 41 to 43, 45 to 53, 55 to 58, 60, 62, 63, 65 to 70, 72, 73, 75 to 84, 86 to 90, 92, 93, 95 to 107, 109, 110, 112, 113, 114, 116, 118, 119, 122 to 124, 126 to 138, 140, 142, 149 to 151, 154 and 156)	
Number	113
Percentage to total	72.5
III. Recommendations which the Committee do not desire to pursue in view of Government's replies (Nos. 8, 31, 36, 40, 44, 59, 61, 74, 91, 117, 121, 125, 139, 143 and 153).	
Number	15
Percentage to total	9.6
IV. Recommendations in respect of which replies of Government have not been accepted by the Committee (Nos. 5, 6, 9, 13, 14, 54, 64, 85, 94, 141, 144, 145, 148, 152 and 155)	
Number	15
Percentage to total	9.6
V. Recommendations in respect of which final replies of Government are still awaited (Nos. 1, 2, 3, 11, 26, 29, 71, 108, 111, 115, 120, 146, and 147).	
Number	13
Percentage to total	8.3

LIST OF AUTHORISED AGENTS FOR THE SALE OF LOK SAHHA
SECRETARIAT PUBLICATIONS

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1. Andhra University General Co-operative Stores Ltd., Waltair (Visakhapatnam).

BIHAR

2. M/s. Crown Book Depot, Upper Bazar, Ranchi (Bihar).

GUJARAT

3. Vijay Stores, Station Road, Anard.

MADHYA PRADESH

4. Modern Book House, Shiv Vilas Palace, Indore City.

MAHARASHTRA

5. M/s. Sunderdas Gianchand, 601, Girgaum Road, near Princess Street, Bombay-2.
6. The International Book House Pvt. 9, Ash Lane, Mahatma Gandhi Road, Bombay-1.
7. The International Book Service, Deccan Gymkhana, Poona-4.
8. The Current Book House, Maruti Lane, Raghunath Dadaji Street, Bombay-1.
9. M/s. Usha Book Depot, 585/A, Chira Bazar Khan House, Girgaum Road, Bombay-2.

10. M & J Services, Publishers, Representatives Accounts & Law Book Sellers, Bahri Road, Bombay-15.

11. Popular Book Depot, Dr. Bhadkamkar Road, Bombay-400001.

MYSORE

12. M/s. Peoples Book House, Opp. Jagannath Palace, Mysore-1.

UTTAR PRADESH

13. Law Book Company, Sardar Patel Marg, Allahabad-1.

14. Law Publishers, Sardar Patel Marg, P.B. No. 77, Allahabad—U.P.

WEST BENGAL

15. Granthaloka, 5/1, Ambica Mookherjee Road, Belgharia, 24-Parganas.

16. W. Newman & Company Ltd., 3, Old Court House Street, Calcutta.

17. Mrs. Manimala, Buys & Sells, 128, Bow Bazar Street, Calcutta-12.

DELHI

18. Jain Book Agency, Connaught Place, New Delhi.

19. M/s. Sat Narain & Sons, 3141 Mohd Ali Bazar, Mori Gate, Delhi.

20. Atma Rafi & Sons,
Kashmere Gate,
Delhi-6.
21. J. M. Jaina & Brothers,
Iori Gate, Delhi.
22. The English Book Store,
7-L, Connaught Circus,
New Delhi.
23. Bahree Brothers,
188, Lajpatrai Market,
Delhi-6.
24. Oxford Book & Stationery
Company, Scindia House,
Connaught Place,
New Delhi-1.
25. Bookwell,
4, Sant Narankari Colony,
Kingsway Camp,
Delhi-9.
26. The Central News Agency,
23/80, Connaught Place,
New Delhi.
27. M/s. D. K. Book Organisations,
74-D, Anand Nagar (Inder Lok),
P.B. No. 2141,
Delhi-110035.
28. M/s. Rajendra Book Agency,
IV-D/50, Lajpat Nagar,
Old Double Storey,
Delhi-110024.
29. M/s. Ashoka Book Agency,
2/27, Roop Nagar,
Delhi.
30. Books India Corporation,
B-967, Shastri Nagar,
New Delhi.

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