

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.4185
TO BE ANSWERED ON 21.03.2018**

PASSENGER AMENITIES

† 4185. SHRI RAVINDRA KUMAR PANDEY:

Will the Minister of RAILWAYS be pleased to state :

(a) the funds allocated and utilised for the passenger amenities/facilities at railway stations and in trains during the last three years and the current year, zone-wise;

(b) the number of complaints received by the Government regarding shortage of passenger amenities at railway stations and in trains during the said period, zone-wise; and

(c) the details of the follow-up action taken by the Government, zone-wise ?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(a) to (c) : A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (c) OF LOK SABHA UNSTARRED QUESTION NO.4185 BY SHRI RAVINDRA KUMAR PANDEY ANSWERED IN LOK SABHA ON 21.03.2018 REGARDING PASSENGER AMENITIES

(a) : Funds allocated and utilised for planhead Passenger Amenities from Budgetary sources during the last three years and the current year; zone wise are as under -

Railway zones	(₹ in cr)							
	RE 2014-2015	Actual 2014-2015	RE 2015-2016	Actual 2015-2016	RE 2016-2017	Actual 2016-2017	RE 2017-2018	Exp end Feb'18
Central	77.00	67.88	85.10	78.74	73.93	74.07	141.53	115.09
Eastern	91.42	70.71	67.22	62.97	51.85	48.41	85.21	38.07
Northern	125.80	85.46	128.30	109.33	78.15	94.93	174.12	140.72
North Eastern	41.96	22.34	55.00	71.94	107.69	109.84	92.81	79.56
Northeast Frontier	50.48	44.71	53.17	54.09	50.75	45.81	56.83	20.64
Southern	62.58	69.87	107.77	95.91	61.18	70.68	148.52	79.94
South Central	104.24	77.33	101.65	94.82	64.41	68.56	90.96	51.98
South Eastern	56.37	53.22	72.12	65.60	47.46	60.08	80.25	66.05
Western	58.62	42.65	52.21	49.61	48.73	47.96	126.50	95.73
East Central	53.17	44.89	82.53	63.75	52.78	65.76	72.03	67.05
East Coast	55.00	40.53	59.66	57.47	47.78	56.42	75.09	48.69
North Central	90.22	74.96	81.46	52.62	56.87	60.34	105.53	59.44
North Western	42.18	35.58	60.31	66.07	53.42	55.59	57.87	65.11
South East Central	39.57	36.12	48.71	31.38	29.55	31.50	32.60	20.73
South Western	35.82	31.88	69.61	60.22	42.63	41.93	64.19	41.5
West Central	49.92	54.65	71.31	63.50	45.29	43.78	58.55	39.23
Metro Rly/Kolkata	11.56	5.83	3.99	3.19	5.44	5.58	8.20	3.02
Total	1045.91	858.61	1200.12	1081.21	917.91	981.24	1470.79	1032.55

(b) : A statement of zone-wise complaints regarding shortage of passenger amenities is given below-

S. No.	Railway	2015-16 (1.4.15 to 31.3.16)	2016-17 (1.4.16 to 31.3.17)	2017-18 (1.4.17 to 28.2.18)
1	Central	2010	4158	4093
2	Eastern	645	1283	1470
3	Northern	3335	7986	9109
4	North Eastern	388	1013	1355
5	Northeast Frontier	1014	2136	2213
6	Southern	2185	4045	3429
7	South Central	1039	2336	2876
8	South Eastern	960	1581	1742
9	Western	1628	3078	3124
10	East Central	1247	1938	2516
11	East Coast	892	1671	1605
12	North Central	1016	1950	1976
13	North Western	789	1534	1385
14	South East Central	241	454	575
15	South Western	1169	1940	1879
16	West Central	681	1536	1725
	Total	19239	38639	41072

(c) : These complaints are forwarded to concerned authorities for prompt redressal.
