1. EXECUTIVE SUMMARY

Earlier there were not so much concerned paid by the government towards Western Railways. But with the rise in growth of business activities in western area the demand for Western Railways also enhances simultaneously with rise in customer preference for western Railways the government also started paying attention and finds towards improving the infrastructure of Railways that is the Amenities in the railways which commonly includes lights, fan, washrooms on station, comfortable seats and so on. However with rise in the public preference for Rail transport, the government started improving and enhancing the number of amenities such as smart cards, E-ticketing, Automatic Ticket Vending Machine (ATVM), Retiring Rooms, waiting halls, etc. Thus, the importance given by the railways has led to the comfortable and convenient travelling of passengers.

Due to this the travellers and the general public also gets satisfaction that the tax collected by the government are utilised for their benefits also including this the amenities and it’s benefits to the public while travelling are presented in this project report.
2. **RESEARCH METHODOLOGY**

- Formulating the Research Problem
- Research Design
- Determining sources of Data
- Designing Data
- Processing and analyzing the data
- Preparing the research report.

▶ **Formulating the research problem:**

At first it required to know the current situation of the PASSENGER AMENITIES in the Western Railways. It also required knowing the various new amenities opportunities by Indian railways.

▶ **Research Design:**

Every project requires an action plan and method for conducting a study. This project is more prone to descriptive research as all this findings are based on both primary data through (survey) as well as secondary data (internet, Magazines, etc).

▶ **Sources of Data:**

After listing down the methods of study and the activities to be done to complete this project, the first step was the implementation of the activities. The project is based on primary as well as secondary data. The first aspect that was to be carried out was to gain in depth knowledge of the Importance of Passenger Amenities for the service user.

Following sources were used to obtain data and information:

✓ **Churchgate Head Quarters**

The first hand information related to the passenger amenities of Western Railways was provided from Churchgate Head Quarters of WR department.
Internet

Majority of the data is collected through the Internet. It was a tedious job to find relevant data, which was useful for the study. It was scan through lots of PDF and various other documents published.

Designing Data Collection Forms:

The project is based on survey of 100 passengers generally travelling through trains in Mumbai Suburban as well as outside Mumbai through a questionnaire. The questions were based on the various aspects of the Growth of Passenger Amenities in Western Railways. The questionnaire was having 12 relevant questions. The final questionnaire is annexed in the schedule of annexure.

Processing and Analyzing the Data:

After the very convoluted task of collecting the data, The next step is to analyze the data from every aspect. It was essential to present the relevant data in the correct form. Usage of current information and graph is made in the project so to make it easier and appropriate to understand.

Preparing the Research Report:

After collecting and analyzing all the facts and aspects, final report was prepared with all the key points taken into consideration

Objectives:

The aim is to examine the present scenario of Passenger Amenities in Western Railways. In this broader framework, an attempt has been made to achieve the following specific objectives:-

- To study in detail about growth of Passenger Amenities in Western Railways.
- To study the various aspect of Passenger Amenities in Western Railways.
- To examine the present budgets affecting Passenger Amenities in Western Railways.
- To analyse the customer satisfaction with respect to passenger amenities.
FINDINGS:

- With reference to the graph based on information collected we can see the upward trend in the growth of passenger amenities and it is not far that the Western Railway will soon reach maximum growth.
- Not only is the government but also the commuters are responsible for maintaining passenger amenities.
- Government should also promote its various amenities through various effective promotional tools to make people aware.
- There is lot of opportunity and growth is available to the government for expanding this passenger amenities.

LIMITATIONS:

The limitations to the project study are:

- The survey was conducted between Churchgate to Virar only.
- No Interview was taken to collect the information. Most information was collected from surveys.
- The people were not willing to response positively & they were not filling the right answers, which in turns affects the accuracy of survey.
- The information regarding the project is restricted to Mumbai only.
3. **BIRTH OF INDIAN RAILWAYS**

3.1 **Introduction:**

Today,

- Energy resource,
- Telecommunication
- Transport

are the basic infrastructural requirement which acts as an indicator to the growth of any Economy? Transport includes road transport, air transport, water transport and rail transport. Transport provides useful link between production centre, distribution areas and ultimate consumer. If we talk about inland transport mode than the one biggest transport industry comes in the mind the – railways. We cannot ignore the contribution of the railway to the growth of the economy with its incredible services like mobility of various commodities and passengers.

It is a hazardous to imagine Indian economy without railway. We always fill proudly and happy when we think that our Indian railway Asia’s first and world’s second largest after the Russia under the single management. We may also fill amazing by knowing that Indian railway is world’s largest employment provider organization.

There are cities like Mumbai and Delhi where railway service is treats life line of cities. In Mumbai local trains services are popular and in Delhi metro train services are popular. In Mumbai every day local trains carries 90 lacs passengers. That means if local trains stop, Mumbai also stop.

So, we can understand the important of railway for a country like India.
3.2 History

“Indian railways are older than 150 years”

In the year 1832 the first railway running on steam engine, was launched in England. Thereafter in may 1843 a young engineer graham Clark got down from a ship harboured at Mumbai (then Bombay). He was sent to India at the insistence of the textile industrialist of Manchester, Lancashire, Liverpool, in England to find out how and in which part of India a railway can be built which would be useful transport cheap cotton from Indian hinterland first to Bombay harbour and then from there to England by ship.

Thereafter on 1\textsuperscript{st} of august, 1849 the great Indian peninsular railways company was established in India. On 17\textsuperscript{th} of august 1849, a contract was signed between the great Indian peninsular railway company and east India Company.

As a result of contract an experiment was made by laying a railway track between Bombay to thane (56 kms).

On 16\textsuperscript{th} April, 1853 the first train service was started from Victoria terminus (CST) to thane carrying 400 people in 14 carriages, covered 21 mile (34 kms) at 3.35 PM. the time taken by the 75 minute. This is not first in India but also in Asia.

On 15\textsuperscript{th} august 1854 the second train service commenced between Howrah and Hubli. On 1\textsuperscript{st} July, 1856, the third train service in India and first in south India commenced between Vyasarpadi and Walajah road and on the same day the section between Vyasarpadi and Royapuram by Madras Railway Company was also opened.

\textbf{Indian Railways} (Hindi: भारतीय रेल Bhāratīya Rail), abbreviated as \textbf{IR} (भारे), is the state-owned railway company of India, which owns and operates most of the country's rail transport. It is overseen by the Ministry of Railways of the Government of India.

Indian Railways has one of the largest and busiest rail networks in the world, transporting over 18 million passengers and more than 2 million tons of freight daily. It is the world's largest commercial or utility employer, with more than 1.4 million employees. The railways traverse the length and breadth of the country, covering 6,909 stations over a total route length of more than 63,327 kilometers (39,350 mi). As to rolling stock, IR owns over 200,000 (freight) wagons, 50,000 coaches and 8,000 locomotives.
### 3.4 Organizational structure

<table>
<thead>
<tr>
<th><strong>Indian Railways</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type</strong></td>
</tr>
<tr>
<td><strong>Founded</strong></td>
</tr>
<tr>
<td><strong>Headquarters</strong></td>
</tr>
<tr>
<td><strong>Area served</strong></td>
</tr>
</tbody>
</table>
| **Key people** | Union Railway Minister: Mamata Banerjee  
**Ministers of State for Railways**: E. Ahamed and K.H. Muniyappa  
**Chairman, Railway Board**: S.S. Khurana. |
| **Industry** | Railways and Locomotives |
| **Services** | Rail transport |
| **Revenue** | ▲ Rs. 107.66 billion (US$19.13 billion) |
| **Employees** | 1,406,430 (2007) |
| **Parent** | Ministry of Railways, Government of India |
| **Divisions** | 16 Railway Zones (excluding Konkan Railway) |
| **Website** | www.indianrailways.gov.in |
3.4 **Railway zones**

Schematic map of the Indian Railways network, showing the various zones.

**The Head Quarters of the Indian Railways in New Delhi**

Indian Railways is divided into zones, which are further sub-divided into divisions. The number of zones in Indian Railways increased from six to eight in 1951, nine in 1952, and finally 16 in 2003. Each zonal railway is made up of a certain number of divisions, each having a divisional headquarters. There are a total of sixty-seven divisions.

The Kolkata Metro is owned and operated by Indian Railways, but is not a part of any of the zones. It is administratively considered to have the status of a zonal railway.
Each of the sixteen zones, as well as the Kolkata Metro, is headed by a General Manager (GM) who reports directly to the Railway Board. The zones are further divided into divisions under the control of Divisional Railway Managers (DRM).

The divisional officers of engineering, mechanical, electrical, signal and telecommunication, accounts, personnel, operating, commercial and safety branches report to the respective Divisional Manager and are in charge of operation and maintenance of assets. Further down the hierarchy tree are the Station Masters who control individual stations and the train movement through the track territory under their stations' administration.

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Name</th>
<th>Abbr.</th>
<th>Date Established</th>
<th>Headquarters</th>
<th>Divisions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Central</td>
<td>CR</td>
<td>November 5, 1951</td>
<td>Mumbai</td>
<td>Mumbai, Bhusawal, Pune, Solapur, Nagpur</td>
</tr>
<tr>
<td>2.</td>
<td>East Central</td>
<td>ECR</td>
<td>October 1, 2002</td>
<td>Hajipur</td>
<td>Danapur, Dhanbad, Mughalsarai, Samastipur, Sonpur</td>
</tr>
<tr>
<td>3.</td>
<td>East Coast</td>
<td>ECoR</td>
<td>April 1, 2003</td>
<td>Bhubaneswar</td>
<td>Khurda Road, Sambalpur, Visakhapatnam</td>
</tr>
<tr>
<td>4.</td>
<td>Eastern</td>
<td>ER</td>
<td>April, 1952</td>
<td>Kolkata</td>
<td>Howrah, Sealdah, Asansol, Malda</td>
</tr>
<tr>
<td>5.</td>
<td>North Central</td>
<td>NCR</td>
<td>April 1, 2003</td>
<td>Allahabad</td>
<td>Allahabad, Agra, Jhansi</td>
</tr>
<tr>
<td>7.</td>
<td>North Western</td>
<td>NWR</td>
<td>October 1, 2002</td>
<td>Jaipur</td>
<td>Jaipur, Ajmer, Bikaner, Jodhpur</td>
</tr>
<tr>
<td>No.</td>
<td>Zone</td>
<td>Region</td>
<td>Date</td>
<td>City/Station 1</td>
<td>City/Station 2</td>
</tr>
<tr>
<td>-----</td>
<td>---------------------</td>
<td>---------</td>
<td>------------</td>
<td>-------------------------</td>
<td>-------------------------</td>
</tr>
<tr>
<td>9.</td>
<td>Northern</td>
<td>NR</td>
<td>April 14, 1952</td>
<td>Delhi</td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td>South Central</td>
<td>SCR</td>
<td>October 2, 1966</td>
<td>Secunderabad</td>
<td></td>
</tr>
<tr>
<td>11.</td>
<td>South East Central</td>
<td>SECR</td>
<td>April 1, 2003</td>
<td>Bilaspur, CG</td>
<td></td>
</tr>
<tr>
<td>12.</td>
<td>South Eastern</td>
<td>SER</td>
<td>1955</td>
<td>Kolkata</td>
<td></td>
</tr>
<tr>
<td>13.</td>
<td>South Western</td>
<td>SWR</td>
<td>April 1, 2003</td>
<td>Hubli</td>
<td></td>
</tr>
<tr>
<td>14.</td>
<td>Southern</td>
<td>SR</td>
<td>April 14, 1951</td>
<td>Chennai</td>
<td></td>
</tr>
<tr>
<td>15.</td>
<td>West Central</td>
<td>WCR</td>
<td>April 1, 2003</td>
<td>Jabalpur</td>
<td></td>
</tr>
<tr>
<td>16.</td>
<td>Western</td>
<td>WR</td>
<td>November 5, 1951</td>
<td>Mumbai</td>
<td></td>
</tr>
</tbody>
</table>
3.5 **SOME FACTS about Indian Railways:**

- The total route length of Indian railway is approximately 63,000 kms.
- The first electric train was opened in February 1925 on Mumbai suburban railway on Mumbai Victoria Terminus (VT) – Kurla branch line.
- As on 31\textsuperscript{st} March, 2004 the electrified route was 17,503 kms.
- The Indian railway largest in the Asia and second largest in the world after the USSR.
- The total number of railway station in India is more then 7,000.
- The Indian railway operates approximately 7,525 trains’ daily covering 7,031 railway stations.
- The largest platform in India is at Kharagpur. The length is 2,733 feet. It is situated in west Bengal.
- The longest railway tunnel is Konkan railway tunnel i.e. 65 kms.
- The longest rail bridge is across Godavari River. The length is 10,052 feet.
- The largest marshalling yard is at Mughalsarai.
- The third class in the Indian railway was abolished in 1974. Now there are seven classes- AC-1\textsuperscript{st}, AC-2T, AC-3T, Sleeper, AC chair car, first class and second class.
- Railway set up a fund in 1974 to give financial assistance to victims of railway accidents.
- As per the latest data Indian railway have more than 1.5 million employees.
- The Indian railways have 7,817 engine, 46,119 coaches and 2,28,170 wagons.
- The steam engines are being phased out and diesel and electric locomotives are being introduced. As on 31st March 2004 there were 45 steam, 4,769 diesel and 3003 electric locomotives.

- India’s first metro railway was opened in Kolkata on 24th October, 1984.

- Rajasthan’s prestigious tourist train Palace on wheels, renamed the royal orient express, extended to Gujarat and the responsibility of its operation handed over to the tourism corporation of Gujarat.

- About 27% of the total route km on the Indian railway is electrified.
- Computerized reservation increased to 92%.

- Prestigious Konkan railway (760 km) project has been commissioned.

- A new rail coach to run at a speed of 160 km per hour but 25% lighter than the conventional bogies has been developed by rail coach factory, Kapurthala.

- On November 23, 1999, after a gap of 25 years a direct train link with Bangladesh was reopened.

4. WESTERN RAILWAYS

The Western Railway is one of the 16 zones of Indian Railways, and is among the busiest railway networks in India. Major railway lines of which Indian Railways which come under Western Railways are: Ratlam - Mumbai Central, Ahmedabad - Vadodara and Palanpur - Ahmedabad.

4.1 History

The Western Railway was created on November 5, 1951 by the merger of several state-owned railways, including the Bombay, Baroda, and Central India Railway (BB&CI), and the Saurashtra, Rajputana and Jaipur railways. The BB&CI Railway was itself inaugurated in 1855, starting with the construction of a 29 mile (47 km) broad gauge track from Ankleshwar to Utran in Gujarat state on the west coast. In 1864, the railway was extended to Mumbai.

Subsequently, the project was further extended beyond Vadodara in a north easterly direction towards Godhra, Ratlam, Nagda and thereafter northwards towards Mathura, to eventually link with the Great Indian Peninsular Railway, now the Central Railway, which had already started operating in Mumbai in 1853. In 1883, a metre gauge railway system, initially linking Delhi with Agra, Jaipur and Ajmer, was established.

The first suburban service in Mumbai with steam traction was introduced in April 1867. It was extended to Churchgate in 1870. By 1900 45 trains in each direction were carrying over one million passengers annually.

The railways of several princely states were also integrated into the Western Railway. The Gaekwars of Baroda built the Gaekwar's Baroda State Railway (GBSR), which was merged into the BB&CI in 1949. Several railways of western Gujarat, including the Bhavnagar, Kathiawar, Jamnagar & Dwarka, Gondal, and Morvi railways were merged into the Saurashtra Railway in 1948. The Jodhpur and Bikaner Railway was taken over by Rajasthan state in 1949, after the western portion was ceded to the government of Pakistan.

In 2002, the Jaipur and Ajmer divisions of the Western Railway became part of the newly-created North Western Railway, and in April 2003 the Kota division of the Western Railway became part of the newly-created West Central Railway.
4.2 Present

Western Railway serves the entire state of Gujarat, the eastern portion of Rajasthan, some portions of Western Madhya Pradesh, and coastal Maharashtra. The Western coast of India served by Western Railway has a number of ports, most important among them being Kandla, Okha, Porbandar, Bhavnagar in Gujarat state and Mumbai in Maharashtra.

The suburban section of Western Railway in Mumbai extends from Churchgate, the city's business and residential centre, to Dahanu Road covering a distance of 120 km and 38 stations. The first electric train on this section was introduced in 1928 between Churchgate and Borivali.

The gauge-wise kilometrage of Western Railways at present, is as under:

<table>
<thead>
<tr>
<th>Gauge</th>
<th>Length</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broad Gauge</td>
<td>4,305 km</td>
</tr>
<tr>
<td>Metre Gauge</td>
<td>4,838 km</td>
</tr>
<tr>
<td>Narrow Gauge</td>
<td>877 km</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>10,020 km</strong></td>
</tr>
</tbody>
</table>

It is the most electrified railroad system in the Indian Railways making it the most important railroad system in India.

The Western Railway has its headquarters at Churchgate in Mumbai. It also operates the Western Line of the Mumbai suburban railway system. The railway system is divided into six operating divisions: Bhavnagar, Mumbai, Ratlam, Rajkot, Vadodara, and Ahmedabad.
5. PASSENGER AMENITIES

5.1 Introduction:

Indian Railways are one of the biggest transporters of passenger traffic in the world. Indian Railways run nearly 7500 passenger trains daily carrying on an average 12 million passengers per day.

With the quickening pace of modernization, the Railway traveller today expects much more from the system than he did in the past in the form of amenities. The provision of passenger amenities is, therefore, one of the important objectives of the Indian Railways both as a business ethic and a social obligation. The Indian Railways have issued a Citizens’ Charter on Passenger services in which, it has been pledged to ensure adequate passenger amenities in trains and at Railway stations. One of the thrust area in the VIII Plan was to provide basic passenger amenities at all stations on a priority basis.

Consequent to the recommendations of the Standing Committee of Parliament on Railways, the whole gamut of passenger amenities at stations was reviewed and Railway Board decided (May 1995):

i. To provide/ augment the existing facilities in a planned manner, by drawing up a Perspective Plan for the provision of passenger amenities and,

ii. To classify all stations into 5 categories (categories A, B, C, D and E) depending upon their importance and volume of traffic handled at each station.

The following were declared as Minimum Facilities (which were hitherto called the Basic Amenities) and were to be provided immediately.

<table>
<thead>
<tr>
<th>Regular/ Flag Station</th>
<th>Halt Station</th>
</tr>
</thead>
<tbody>
<tr>
<td>i. Waiting Hall.</td>
<td>i. Booking-cum-waiting shed.</td>
</tr>
<tr>
<td>ii. Seating arrangements.</td>
<td>ii. A rail level platform.</td>
</tr>
<tr>
<td>iii. Drinking water.</td>
<td>iii. Lighting arrangements where trains stop at night.</td>
</tr>
<tr>
<td>v. A rail level platform.</td>
<td></td>
</tr>
<tr>
<td>vi. Suitable arrangement for lighting.</td>
<td></td>
</tr>
<tr>
<td>vii. Latrines.</td>
<td></td>
</tr>
<tr>
<td>viii. Shady trees.</td>
<td></td>
</tr>
</tbody>
</table>
Additional infrastructural facilities were to be provided based on the category of the station.

All the Zonal Railways were asked to initiate immediate action to formulate the perspective plans and to ensure that action plans so formulated were amalgamated into one general action plan and inter se priorities for different works assigned.

Based on the suggestions and views of the Railways, following modifications were issued in September 1999 by the Board to the instructions issued in 1995:

i. The amenities were classified as ‘Minimum Essential Amenities’, ‘Recommended amenities’ and ‘Desirable amenities’

ii. Stations were categorised in 6 categories (categories A, B, C, D, E and F) depending upon the earnings. The yard sticks/extent to which the amenities were to be provided was linked to the category of station.

iii. The categorisation was to be reviewed every five years. The next review is due in 2001, based on the earnings for the year 2000-2001.

The present categorisation of stations in numbers is category A - 160, category B - 199, category C - 398, category D - 272, category E - 5468 and category F - 1594.

5.2 Organisational setup

A separate Directorate functions in the Railway Board for monitoring passenger amenities provided and maintained by the Zonal Railways. The responsibility for monitoring of passenger amenities at the Zonal Headquarters rests with the Chief Commercial Manager (G) who is assisted by the Chief Engineer (P & D) and Deputy Chief Engineer (Planning). At the Divisional level, the Divisional Railway Manager (DRM) holds the overall charge.

5.3 Provision of Minimum Essential Amenities

A commitment was made to the Estimates Committee that all deficiencies in respect of basic amenities, as per norms, would be eliminated by 1990-91. Accordingly, Railway Board advised (March 1990) all the Railways to draw up an Action Plan to identify these deficiencies and take necessary steps to eliminate them positively at all the stations by 1990-91 as already committed to the Estimates Committee. In June 1993, Railway Board reiterated instructions to the Railways that while planning various works; it should be ensured that the first priority is to eliminate the deficiencies in basic passenger amenities as existing on 1 April 1991. These works should be handled in such a manner so that all such deficiencies are eliminated latest by 31 March 1995.

Basic Amenities were declared as ‘Minimum Facilities’ in 1995 and as ‘Minimum Essential Amenities’ in 1999 and scales were prescribed for providing the same at different stations as per their classification.
Each Zonal Railway was required to carry out a survey of available amenities at stations in relation to those prescribed as per scale. From the results of the survey, a list of amenities to be provided was to be separately drawn up station-wise for each route. Based on these lists, Divisional Action Plans were to be formulated, and amalgamated into one General Action Plan assigning priorities for different works. All the ‘Minimum Essential Amenities’ were to be provided immediately at all stations.

It was noticed that all the nine Zonal Railways had identified the deficiencies in Minimum Essential Amenities as per scale prescribed to be provided at the appropriate class of stations except on Eastern Railway for three amenities (fans, timetable display and clock) and on South Central Railway in respect of 5 amenities (lighting, fans, timetable display, clock and platforms - high/ low/ rail level). However, no Divisional Action Plan/ General Action Plan was drawn for works to be undertaken for providing them. The only exceptions were two divisions (Kota and Ratlam) on Western Railway, where Divisional Action Plans were drawn up.

As regards deficiencies in respect of Recommended Amenities and Desirable Amenities on Indian Railways, only Eastern and two divisions on Western Railway (Kota and Ratlam) had identified the same. One more division (Rajkot) on Western Railway had identified the deficiencies only in Recommended Amenities.

A review of extent of amenities provided so far revealed that out of 9 Zonal Railways, on 8 Zonal Railways more than 30 per cent of stations are having deficiencies in the following ‘Minimum Essential Amenities’:

- Booking Counter [Eastern (63.01 per cent), Northern (84.41 per cent), Southern (67.74 per cent), South Central (80.19 per cent), South Eastern (36.63 per cent) and Western (53.23 per cent) Railways].
- Drinking water [Western Railway (43.84 per cent)].
- Waiting Hall/ shed [Western Railway (34.01 per cent)].
- Urinals [Central (30.86 per cent), Northern (65.02 per cent), Southern (78.20 per cent), South Central (70.11 per cent) and South Eastern (35.23 per cent) Railways].
- Latrines [Southern Railway (67.74 per cent)].
- Platform Shelters/ Shady trees [Northeast Frontier (58.26 per cent) and Western (42.24 per cent) Railways].
- Seating arrangements [Northern (30.12 per cent) and Southern (41.85 per cent) Railways].
- Fans [Southern Railway (75.62 per cent)].

It was noticed that Southern Railway was having more than 30 per cent of stations deficient in 5 Minimum Essential Amenities (Booking Counter, Urinals, Latrines, Seating Arrangements and Fans), followed by Western in 4 Minimum Essential Amenities (Booking Counter, Drinking Water, Waiting Hall/ Shed and Platform Shelters/ Shady Trees) and Northern Railway in 3 Minimum Essential Amenities (Booking Counter, Urinals and Seating Arrangements).
Drinking water being a basic necessity, deficiency in providing for the same should deserve special and immediate attention of the Railways. It was, however, noticed that percentage of deficient stations in the provision of drinking water in eight Zonal Railways ranged between 14.20 (Central) and 43.84 (Western).

Thus, even after a decade, Railways have not been able to fulfill the commitment made to the Estimates Committee to eliminate deficiencies in basic amenities by 1990-91, leading to the Standing Committee on Railways (SCR), 2001 expressing serious concern in its 7th Report over the non-availability of even basic amenities at stations as well as in the trains. Even drinking water was not available at a number of stations. Therefore, the Committee recommended that passenger amenities must form the most important issue in the Railway.

5.4 Maintenance of Passenger Amenities at stations

It is important to maintain the amenities provided at all the stations in good working order at all times. Maintenance staff should carry out repairs needed to bring back the amenity to functional order, immediately after receipt of information from the Station Master/Station Superintendent. Hygiene and cleanliness should be an important activity for day to day monitoring. The Railways should provide adequate imprest with station masters of stations where Railways maintenance staff was not headquartered, to enable them organise expeditious repairs to small items of passenger amenities such as handpump/ taps, water trolly, clock, light/fans, urinal/latrine and furniture at the stations.

A review of the Inspection Reports of Railway Officers on their inspection of stations in respect of 32 divisions test checked on 9 Zonal Railways during the period 1996-97 to 2000-01 revealed that the maintenance of the passenger amenities are not being effectively carried out. In respect of the following facilities/amenities, there were 7639 adverse comments in the inspection reports test checked during the period of review:

- Drinking water facility (1520).
- Cleanliness (2446).
- Urinals (621).
- Toilets (1121).
- Retiring rooms (732).
5.5 **New Developments in Passenger Amenities**

A) **Adarsh stations**

- On Western Railway 21 stations are nominated as ‘Adarsh Stations’ of which 18 are in Mumbai Suburban. Improvements in facilities for commuters will be done at these stations like provision of full platform shelters, Booking Offices on both sides, wide FOBs, adequate drinking water, adequate lighting, cleanliness, signages etc.

- Work pertaining to Adarsh stations should be identified and those falling under the powers of DRM should be expedited. Monthly progress report should be sent to HQs.

### LIST OF ADARASH STATIONS OVER WESTERN RAILWAY (21) (SEP. 09)

<table>
<thead>
<tr>
<th>Division</th>
<th>B Class</th>
<th>C Class</th>
<th>F Class</th>
</tr>
</thead>
<tbody>
<tr>
<td>BCT</td>
<td>-</td>
<td>Andheri, Bandra, Bhaynder, Borivali, Charni Rd, Dadar, Churchgate, Dahanu Rd, Goregaon, Malad, Marnie Drive, Mira RD, Mumbai Central (Local), Naigaon, Santacruz, Saphale, Vangaon, Virar.</td>
<td>-</td>
</tr>
<tr>
<td>TOTAL</td>
<td>-</td>
<td>18</td>
<td>-</td>
</tr>
<tr>
<td>RTM</td>
<td>Chittorgarh</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>TOTAL</td>
<td>1</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>RJT</td>
<td>Okha</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>TOTAL</td>
<td>1</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>BVP</td>
<td>-</td>
<td>-</td>
<td>Una</td>
</tr>
<tr>
<td>TOTAL</td>
<td>-</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>GRAND TOTAL (21)</td>
<td>2</td>
<td>18</td>
<td>1</td>
</tr>
</tbody>
</table>
B) UTS-cum-PRS


C) PRS

- 15 PRSs commissioned in Post offices during the year and thus total 17 on Western Railway. Remaining to be expedited. Moreover, additional locations may be identified at the earliest for getting sanction from Board for commissioning.

D) Automatic Ticket Vending Machine (ATVM)

- 105 ATVMs are in operation over suburban section of Western Railway. Currently, daily average sale is 297 smart cards; 28,370 tickets; 44,360 passengers and Rs. 3.16 lakhs earnings.
- MRVC has sanctioned fund of Rs.2 crores for installing ATVMs over suburban section of Mumbai division. Further, Railway Board has sanctioned 75 more ATVMs. This may be expedited.

E) Janta Khana

- Janta khana consisting of 7 puris and Aloo sabzi with 15 gms pickle is now being provided to passengers at stations & in pantry cars at a very reasonable cost of Rs.10/- only. This should be monitored.
6. CLASSIFICATION OF PASSENGER AMENITIES

6.1 OFF-BOARD AMENITIES:

The Indian Railway Administration will endeavour to provide bonafide passengers access to the following minimum facilities:

A) At Regular/Flag Stations

- Booking arrangements
- Waiting Hall/Space
- Branches.
- Arrangements for lighting.
- Drinking water
- Platform
- Urinals and/or latrine
- Shady trees/Platform shelters.

B) At Halt Stations

- Booking-cum-waiting shed.
- A rail level platform.
- Lighting arrangements, where trains stop at night.
- Shady trees.

C) Additional facilities at important stations

Additional facilities such as extension of the IIInd class waiting halls, platform shelters, raised platforms, piped water supply, refreshment rooms, vendor stalls, foot-over-bridges, retiring rooms, seating arrangements, lighting, water coolers, fans, clocks, urinals, lavatories, bathrooms, etc. will also be provided depending on the passenger volume and the climatic conditions at different stations.

D) Model stations

The year 1999-2000 was declared as “Passenger Year” by the Railway Minister. The Minister further declared that all efforts would be made to make at least one station of each Division as model station, where higher level of passenger facilities would be provided. Consequent upon this, Railway Board circulated on 4 June 1999 to the Zonal Railways a list of 61 selected stations where the higher level of passenger facilities were to be provided along with the area of upgradation and also implementation plan for these stations. The Railway Board had desired that all the works on model stations be completed by 1999-2000.
A STUDY ON THE GROWTH OF PASSENGER AMENITIES IN WESTERN RAILWAYS

A check of the provision of the higher level of passenger facilities to be provided by 1999-2000 at model stations revealed that out of 30 stations test-checked on eight Zonal Railways (except North Eastern Railway), facilities such as Signages at 8 stations, National Train Enquiry System at 14 stations and Modular Stalls at 12 stations were not provided by 1999-2000. Provision of segregation of traffic flows and segregation of parking for various types of vehicles and development of Green patches in Circulating Areas was also not done by 1999-2000 at 5, 3 and 10 stations respectively out of the 30 stations test-checked.

On Central Railway, the selection of stations for development of model stations does not appear to be proper since almost all the upgraded facilities were already provided even before they were selected as model stations.

E) Retiring rooms

Retiring Room is one of the Desirable Amenities to be provided in stations of category A, B and D. The provision of retiring rooms at stations should be made only where a minimum of 40 per cent occupation was expected vide Railway Board letter dated 21 June 1968. The Estimates Committee in their 10th Report (1977-78) 6th Lok Sabha on Passenger Amenities recommended to ensure the utilisation of the retiring rooms to the maximum extent possible since at several stations, the average occupancy ratio of retiring room was lower than 40 per cent.

As on 31 December 2000 there were 491 stations where retiring rooms were provided. The number of units available for occupation during the years 1997, 1998, 1999 and 2000 were 3238, 3297, 3307 and 3322 respectively. On 9 Zonal Railways, the percentage of number of units that had occupancy of less than 40 per cent ranged between 13.97 per cent - Northern Railway (1999) and 65.20 per cent - Northeast Frontier Railway (1999) during the period 1st January 1997 to 31st December 2000. On 2 Railways (North Eastern and Northeast Frontier) more than 50 per cent of number of units had occupancy of less than 40 per cent.

Though only stations of category - A, B and D should be provided with retiring rooms, 79 stations not belonging to these categories were provided with retiring rooms as on 31 December 2000 on different Zonal Railways.

F) Cleanliness

Every endeavour will be made by the Railway Administration with the active cooperation of users to ensure cleanliness and hygiene at railway stations and in trains. At important stations, safaiwalas will be provided for cleaning of coaches on request.
G) Clocks

A 12 feet Dia Tower clock (GPS based) in addition to the platform clocks has been provided at Dadar (West) entrance.

Master Slave concept on clocks for uniform time display has been introduced at Mumbai Central station in all the clocks of the station. This will be extended to other stations. This system shall dispense with periodic manual intervention for adjusting the times of various clocks at a stations.

H) Pay & Use and BOT toilets

On this railway 108 blocks of toilets at 75 stations are operational under ‘Pay & Use’. Two Deluxe toilet blocks at ADI and one at BDTS are operational under BOT and one more is under construction at ADH which is likely to start in 2 months. Expression of interest has been opened for BVI and for stations like Vapi, Valsad, Navsari, Billimora, Udhna and Surat it has been floated on 16.10.09. Facilities provided in BOT toilet blocks include Mirrors, Towel racks, Hangers, Hooks and Fans. Hot and Cold water is available for bathing. A Reception and a Mini cloak room are provided. Soap solution and hand drier are also there. The service rates are market driven.

I) Station Cleaning

On this Railway 53 stations are under contract cleaning of which 26 are under mechanized cleaning. Modern machines like Wet and Dry scrubbers, High pressure water jets, and Vacuum cleaners / Blowers are being used.
Vadodara Station Cleaning

J) Station Surveillance
Round the clock surveillance of station area and platforms is being done through CCTVs at all the 28 stations of Mumbai Suburban and all other major stations for the safety of passengers. Presently this facility is available at 47 stations.

K) Suburban Train indicators
On suburban stations 4 indicators per platform for passenger guidance have been provided which are suitable for long platforms of 12 coaches train. These are super bright Green LEDs for excellent day & night visibility.

L) Main line train Arrival / Departure Indicator Boards
Two independent arrival and departure train indicator boards have been provided at main entrances of the Station. Also single line running train indicator boards have been provided at various other popular locations in the station. These are super bright green LEDs for excellent day and night visibility.
M) Reservation Chart Display Board

Reservation Chart Display Board on LCD screen has been provided at Vadodra & Rajkot stations. This is being extended to other stations.

N) Model Booking Office

Specifications and dimensions have been laid down to be observed whenever new booking offices are made or old ones renovated. The objective is to improve the aesthetics; maintain uniformity and standardization which is convenient for both Railway staff and the users; and release congestion in booking offices. The interior and exterior heights of the booking windows for the booking clerks and the users respectively have been standardized.

Specifications for various other items like height of false ceiling from the floor, width of backside passage within the office and granite flooring etc. have also been defined.
MODEL BOOKING OFFICE – SANTACRUZ (E)

Picture showing Width of the Back side passage area and the height of the Ceiling. Granite has been used for the flooring. False Ceiling has been provided in the Booking Office.

Interior and Exterior Dimension of the height of Booking Window showing below:
O) Book Stalls

The management of book stalls located over Western Railway stations is governed by the Railway Board policy letter of 12.10.2004. Further as per Railway Board’s instructions dated 11.4.2007, the management of book stalls at A, B & C categories of stations was transferred to IRCTC on “as is where is basis.” In January 2008, Railway Board issued further instructions to also transfer the M/s. A.H. Wheeler & Co. stalls at D, E & F categories of stations to IRCTC as well - which was done. The sharing of licence fees from book stalls between IRCTC and Indian Railways was fixed in the ratio of 75% and 25% respectively. All Court cases pertaining to book stalls were also transferred to IRCTC. However, the management and allotment of book stalls to philanthropic and social organizations was left with the Zonal Railways.

A total of 161 book stalls are located at all categories of stations over Western Railway. 137 stalls are being managed by IRCTC. This figure of 137 includes M/s. A.H. Wheeler & Co. stalls located over D, E & F categories of stations as well. Out of the remaining 24 stalls managed by Western Railway 7 are held by social and philanthropic organizations and 17 by others.

As per orders of Hon’ble High Court of Allahabad, in the Writ Petition filed by M/s. A.H. Wheeler & Co., there is a stay for maintenance of status quo and on awarding new licenses till further orders.

P) PCO/ISD/STD Booths

The management of PCO/ISD/STD booths on Western Railway is as per circular No.36 of 2004 issued by Railway Board. The details of booths on Western Railway are as under:

<table>
<thead>
<tr>
<th>Category</th>
<th>Mumbai</th>
<th>Vododra</th>
<th>Ratlam</th>
<th>ADI</th>
<th>Rajkot</th>
<th>BVP</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Handicapped under old policy</td>
<td>38</td>
<td>3</td>
<td>6</td>
<td>2</td>
<td>3</td>
<td>-</td>
<td>52</td>
</tr>
<tr>
<td>Direct by Board</td>
<td>4</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>4</td>
</tr>
<tr>
<td>Under new policy of 2002</td>
<td>8</td>
<td>12</td>
<td>22</td>
<td>15</td>
<td>2</td>
<td>1</td>
<td>60</td>
</tr>
<tr>
<td>Total</td>
<td>50</td>
<td>15</td>
<td>28</td>
<td>17</td>
<td>5</td>
<td>1</td>
<td>116</td>
</tr>
</tbody>
</table>
In year 2002, Railway Board issued instructions to collect licence fees @ 20% of the cost of land prevailing at those particular stations with 10% commission of earnings of the PCO booth holder. Also there was the clause of 10% annual escalation in the licence fees. This was protested by the physically handicap booth holders who had been allotted these booths in the year 1981 to commemorate the “year for the physically handicapped”. They had gone to Hon’ble Bombay High Court but their Writ Petition was rejected.

Q) Chemist stalls

Railway Board vide its policy instructions issued in December 2008 has mentioned that exclusive Chemist stalls may be provided at all A-1 category stations. There are 6 A-1 category stations over Western Railway. Chemist stalls are available at 4 stations, out of these viz. Mumbai Central, Surat, Vadodara and Ahmedabad. Terms and conditions of the tender documents have been prepared and are being circulated to the divisions to cover the remaining two stations also i.e. Bandra Terminus and Indore.

R) Misc./Curio stalls

There are 3 such stalls and one trolley located over Western Railways. The three stalls are at Mumbai Central station and the trolley is at Ahmedabad.

The management of these stalls/ trolley is with Railways Administration.
6.2 ON BOARD AMENITIES

Passengers, while on board of a train, will be provided the following minimum facilities, including amenities and fittings, which will be maintained in proper condition so as to give comfortable service:-

- Lighting and fans.
- Cushioned berths and seats (except where by design not provided)
- Toilets (except where by design not provided)
- External fittings such as
  - Reservation Chart Display plates
  - Destination Boards.

All long distance trains will have Conductors/Coach Attendants/Train Superintendents/TTEs to assist the passengers and for attending their complaints and grievances.

A) Passenger Information System (PIS) – EMU Rakes

GPS based microprocessor controlled PIS. Journey based automatic announcement and Destination & Stopping station name also displayed on the LED displays

B) Passenger Amenity items in MEMU Rakes

Digital Head Code has been provided to show the destination which has very good visibility. Public Address System has been provided which announces next stopping station for passengers’ convenience.
C) New state of the art of Siemens EMU rakes

New Siemens EMU rakes have been procured which have forced air ventilation system to maintain difference in CO2 level between inside & outside of the coach within 700 ppm as per international standards; better riding comfort with provision of pneumatic suspension at secondary side; GPS based microprocessor controlled “Passenger Information System” and soothing interiors and exteriors.

D) Air Suspension System – EMU Rakes

Better riding comfort and higher speed potential (100 kmph) due to provision of air springs in secondary suspension.

E) Pest and Rodent Control

Pest & Rodent control contracts have been awarded to renowned firms like M/s Central Warehousing Corporation, Godrej Hi-care and Pest Control India Ltd. All 10 depots of Western Railway have been covered, namely – BCT, BDTS, ST, BL, IND, BVC, PBR, VRL ADI, KKF.

F) Mechanized Cleaning of Rakes and Depots

At Indore depot of Ratlam division a contract is functional since 31.10.09. 11 Primary maintenance trains and 1 Secondary maintenance train are covered in this contract. Mechanized cleaning is planned at other 7 depots of Western Railways, namely- BDTS, ST, BL, KKF, BVC, PBR, VRL for which tendering is under process and will be finalized by 31st December 2009.
G) Catering inspection at Janata Khana

Regular mobile pantry car, train side vending and base kitchen inspections are being carried out by officers and supervisors. The deficiencies noticed in respect of quality, quantity, hygiene, over charging etc. are being advised to IRCTC. From 2\textsuperscript{nd} June 2009 till 31\textsuperscript{st} October 2009, 659 inspections have been done. IRCTC has advised taking action against licensees in 299 cases.

Different stations have been nominated for every train for collection of catering garbage from pantry cars/coaches.

All electrical and mechanical gadget deficiencies of pantry cars are being attended to during maintenance. Janta Khana is being sold through both departmental and licensee units at all major stations of Western Railway. It is also being sold in mobile pantry cars. The daily average sale of Janta meals on Western Railway is approximately 5557.

H) Clean Train Stations (CTS)

Western Railway was the first Railway to introduce CTS scheme on IR at Ratlam in August 2003. The Second CTS was introduced at Ahmedabad in March 2006. The scope of work includes - mechanized cleaning of toilets; aisles; doorways; glass windows of AC coaches (from platform side) and removal of garbage from coaches at en-route stations. Both the CTS’s of WR are with M/s Eureka Forbes.

CTS work in progress at Ratlam station
I) First Aid Boxes

First Aid Boxes are available with the Guards of all passenger carrying trains and at railway stations. First aid assistance will be provided to passengers getting injured on the train free of charge. If a person falls sick during journey, a doctor can be called at the next stopping station where a Railway Doctor is headquartered on payment of specified charges.

J) Latest All India Radio News in Rajdhani/August Kranti Express Trains.

Latest news are played in Rajdhani / August Kranti Express Trains 4 times a day. The News broadcast is digital and the clarity of sound is superior.

K) On Board House Keeping Services (OBHS)

On Board House Keeping services have been introduced on six trains. These trains are (i) 2919/20 IND-JAT Malwa Exp.; (ii) 9321/22 Rajendra Nagar Exp.; (iii) 9305/06 IND-HWH Shipra Exp.; (iv) 9313/14 IND-Rajendra Nagar Exp.; (v) 9115/16 BHUJ-BDTS Sayaji Exp. and (vi) 9131/32 BHUJ BDTS Kutch Exp.

For other 28 important trains, tenders for OBHS have been opened in most cases and will be finalized by December 2009. The Scope of OBHS includes:

✓ High pressure jet cleaning & dis-infestation of all coach toilets.
✓ Provision of liquid soap and toilet paper in AC coach toilets, and their re-filling as and when required.
✓ Dry cleaning and mopping of passenger compartments, aisle area, doorways, etc.
✓ Spraying of air freshener in AC coaches.
✓ Spraying of Mosquito repellent in all coaches.
✓ Collection of garbage from coaches.
✓ Wiping of AC window glasses of AC coaches where stoppage is more than 5 minutes.

Important trains in which OBHS is planned:-
✓ 9005/06 BCT-OKO Saurashtra Mail
✓ 2925/26 Paschim Exp.
✓ 2909/10 BDTS-NZM Garib Rath
✓ 9037/38 Avadh Exp.
✓ 9165/66 Sabarmati Exp.
L) Night light-cum-berth indicator light

Night light cum Berth indicator lights have been provided in 211 AC coaches. This is being progressively done along with POH on remaining coaches.

M) Linen

Blankets: As there were serious complaints about blankets, 240 new good quality blankets have been given in first AC class of Rajdhani trains. Also washing period/cycle of blankets has been reduced to one month from two months. New piping is being done of old torn edges of blankets. Also segregation of old and torn linen is being done in the laundry by stationing two Railway staff there. Fresh and soiled linen to and fro the trains/stations and the laundry is being carried in canvas bags for better and improved hygiene and handling. A new system has been started in majority of trains in which the bulky pillows and blankets are being kept in lock and key in the coaches only. This has advantages as under :-

- Helps in pin pointing exactly when a blanket becomes due for washing.
- Has drastically reduced multiple handling and saved manpower.
- Reduced shortages on AC attendants’ account.
- Less soiling of the linen.
- Release of space in the linen office.

SEGREGATION OF LINEN:
PIPING OF BLANKETS

Linen being carried in canvas bags at Mumbai Central

N) Retro-fitment of Cushioned Seats in unreserved coaches
Out of the total holding of 1219 coaches, 687 have been retro-fitted and for the balance 532 the target date for completion is 31st March 2010.

O) Provision of Bay Curtains in 3T AC Coaches
Out of the total holding of 325 coaches, 116 have been provided with bay curtains and for the balance 209 the work shall be completed by the end of Feb. 2010.
6.3 OTHER AMENITIES

A) Western Railway updates through SMSs

For the first time on Indian Railways, Western Railway has started this service of providing important information to the public through SMSs. The service was started last year w.e.f. 15th August 2008. Any cell phone user can subscribe to it for getting information on Holiday Specials, New services, Mega blocks, Rescheduling and Public awareness messages etc. Currently 79000 subscribers are using this service and 215 SMSs have been sent to each of them since launch. It is free of cost to both subscribers and the Railways.

B) E-Ticketing

The inception of e-ticketing has taken the country by storm. Within four months of introducing the Indian railway e-ticket, more than half the numbers of passengers who used Internet chose to book their tickets online through e-ticketing. All you need is a printer to take a print-out of the ticket. With the necessary identification, you can set out on your journey with that slip of paper. Two or even three copies can be taken.

In case you misplace your ticket you will always have another copy. In case you do not have printer, you can always get it printed at any cyber café. The comparative ease of access to tickets, minimal service charge and increased accessibility to computers and printers seem to be the main reasons for e-ticketing to be on the rise.

The first thing that you have to do to avail of India railways e-ticketing facility is to register at irctc.co.in. For registration, you have to equip yourself with a User name and Password of your choice. In all future logins for booking tickets or otherwise, the same user name and password has to be used. Now you will be able to login into the site. On the left hand side there is a feature “plan my travel and book my ticket”. Insert the codes for the source city and the destination city.

Choose the date of travel, choose the class of travel, and choose whether you want I -ticket, Tatkal or e-ticket. Click on “go” and you will have in front of you all the available trains.

Check the availability status on the train of your choice and if berths are available, then click on “book ticket”. A new page appears asking for details like train name, name of passenger, type of berth, etc. Once this is done, say, “make payment”.


A drop down box will give you various means to pay for the ticket. Choose one by clicking on it.

While making payment ensure that the security lock is there at the bottom of the screen, it ensures the security of your transaction. Once the transaction is completed, a message will appear. Your ticket is ready to be printed.

Remember you can book an e-ticket only if your ticket is confirmed or RAC. After a successful transaction a confirmation message and a e-mail from IRCTCS will be sent to your mail box.

If the ticket information page is not visible, go to “booked tickets” and check whether your latest transaction figures in the list. If it is not present, then it means that the ticket has not been booked. The amount that you paid to IRCTC will be credited to your account without any charges.

In case you want to cancel the ticket, it can be done only through the Internet and that too before the chart is prepared. You cannot cancel an e-ticket at the railway counter. To cancel a ticket, log in to the IRCTC site, go to booked tickets, select the ticket to be cancelled, select the passengers to be cancelled and complete the transaction.

If however, the main identity holder wants to cancel his/her ticket, then all passengers in the ticket will be automatically cancelled. Usually a confirmation of the cancellation is sent online and the amount is credited to the respective bank account. If the cancellation is a partial one, take care to see that the modified ticket is printed separately.

With the booking hours extended from 4.00 a.m. to 11.30 p.m. on weekdays and 4.00 a.m. to 8 p.m on Sundays, e-ticketing is only going to see an upward curve.

C) Izzat
The IZZAT MST scheme was introduced from 01.08.2009. Under this scheme, a uniformly priced monthly season ticket of Rs.25/- is available free of all surcharges for travel upto 100 kms. for members of the unorganized sector with monthly income not exceeding Rs.1,500/-. The month wise Sale of IZZAT Season Ticket on Western Railway is as below:

<table>
<thead>
<tr>
<th>MONTH</th>
<th>No of tickets</th>
<th>Earnings</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>UTS</td>
<td>Manual</td>
</tr>
<tr>
<td>JUN-09</td>
<td>97</td>
<td>49</td>
</tr>
<tr>
<td>JULY-09</td>
<td>1098</td>
<td>380</td>
</tr>
<tr>
<td>AUG-09</td>
<td>1628</td>
<td>46</td>
</tr>
<tr>
<td>SEP-09 (UPTO)</td>
<td>913</td>
<td>94</td>
</tr>
<tr>
<td></td>
<td>3736</td>
<td>569</td>
</tr>
</tbody>
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<td>94</td>
</tr>
<tr>
<td></td>
<td>3736</td>
<td>569</td>
</tr>
</tbody>
</table>
D) Indian Railway Passenger Reservation (PRS)

- **Indian Railway Passenger Reservation**

Journey through train can be an exciting and fun experience, since there is a lot to see while traveling by rail. As you pass by, you can view several landscapes and diverse terrains, which makes you actually appreciate this gorgeous country, India. For freights and passengers Indian Railways are one of the principal modes of transportation. In past, Railways in India have played most important function in the advancement of agriculture and industries.

- **Indian Railways Passenger Trains**

Indian Railways manages over 8,702 passenger rails serving 3 union territories and 27 states across India. The division of passenger is the much preferred mode of long-distance travel in several parts of the country. A regular passenger train boasts of 18 coaches or 24 coaches, where each coach can accommodate more than 72 passengers. Indian Railway Passenger Reservation System is one of the most used software system in the world with daily millions of people registering to check their PNR status, reservation inquiries etc.

- **Services provided by Indian Railways Passenger Reservation**

  - PNR Enquiry
  - Fare/Train Accommodation
  - Internet Reservation
  - Trains between important stations
  - Weekly accessibility at stations
  - Upgraded passenger chart/ scheme

- **Indian Railways official Site**

Indian Railways has an official website from where one can easily extract information related to Indian Railway Passenger reservation, arrival, departure and confirmation of tickets. [www.indianrail.gov.in](http://www.indianrail.gov.in) is the official website of Indian railways.

- **Indian Railways Passenger Reservation - Timetable**

To make your journey more convenient the Ministry of Indian Railways have introduced a timetable booklet for the passengers. The passengers can browse through the timetable of the Indian Railways and can choose the kind of train to commute according to their convenience. This booklet comprises the schedules of Indian Railways trains running all over the country.
A STUDY ON THE GROWTH OF PASSENGER AMENITIES IN WESTERN RAILWAYS

✓ Indian railways Passenger Reservation - Accommodation

Indian Railways renders various accommodation facilities with diversified classes. The class of accommodation ranges from AC Chair Cars, luxurious Air conditioned and AC 2-Tier sleepers to Sleeper class, second class accommodation and first class for sitting. Many express trains involving night journeys include 2nd class and sleeper class accommodation.

✓ Accommodation facilities for various classes of passengers

• First Class Air-conditioned
• Two-Tier Air-conditioned
• First Class
• Three-Tier AC
• Air-conditioned Chair Car
• Executive Class Chair-Car
• Sleeper Class
• Seater Class
• General Class

✓ Call Center to inquire PNR Status

The department of Indian Railways comprises a phone number 139 for the passengers to inquire about their reservation bookings and departure or arrival of the trains. This service works across the country and is free of cost. You can call by your BSNL, MTNL, Vodafone, Idea or Airtel telecom service in order to grab information related to passenger reservation. You can also send SMS to 5888 following by 10 digit PNR number to acquire the status of your reservation.

E) Amenities for physically challenged persons

Amenities for physically challenged persons have been provided at all 41 A1, A and B class stations except Viramgam & Okha (of B class) which are targeted to be completed by 31.03.2010.

The amenities provided include:-

✓ Standard ramp with railing for barrier free entry.
✓ Atleast one drinking water tap suitable for use.
✓ Atleast one toilet on the ground floor.
✓ Providing non-slippery walkway from parking lot to building.
✓ ‘May I Help You’ booth
✓ Pouch provided for keeping spectacles, medicines, documents etc.

✓ Foldable, height adjustable, rubber wheels and extendable rods for easy lifting.

As shown below:

F) LED Type Station Name Board

LED based Station Name Boards have been provided at 23 stations. Work at 30 stations is in progress.

G) Tatkal services

To meet the urgent requirement of the passengers who plan their journey at short notice, Tatkal reservation facility has been provided in Sleeper Class, Air-conditioned Chair Class, 3-AC & 2-AC classes in almost all Mail/Express trains including special trains, which can be booked even on Internet.

The advance reservation period under this scheme is two days excluding the day of journey.

No proof of identity is required to be produced by the passenger seeking reservation under Tatkal Scheme, neither at the time of booking nor during the journey.

The new tatkal charges will be at the rate of 10 per cent of basic fare for second class and 30 per cent of basic fare for all other classes subject to minimum and maximum charges for each class.
The minimum charge for second class (sitting) is 10 rupees and the maximum will be 15 rupees, for sleeper class and AC chair car the minimum has been fixed at 75 rupees and the maximum at 150 rupees, while for AC III and AC II tier classes the minimum will be 200 rupees with the maximum being 300 rupees. Tatkal tickets will be issued for actual distance of travel, instead of end-to-end, subject to the distance restriction applicable to the train. The same tatkal berth/seat may be booked in multiple legs till preparation of charts. At the time of preparation of charts, unutilized portion may be released to the General RAC/Waiting list passengers.

Tatkal facility introduced in executive class of Shatabdi Express trains also, by earmarking 10 per cent of the accommodation available that is five seats per coach
7. VARIOUS OTHER SERVICES TO PASSENGERS

❖ Charter

Charter is a commitment of the Indian Railway Administration to:

- Provides safe and dependable train services
- Set notified standards for various services wherever possible
- Provide courteous and efficient counter services
- Ensure adequate passenger amenities in train and at railway stations
- Set up a responsive and effective grievance redressal machinery, at various levels for time bound resolution of complaints and grievances as far as possible.

❖ Reservation

- Provision of computerized reservation facilities at all stations with a workload of 300 reservation related transactions.
- Opening of adequate number of counters to ensure reduced waiting time.

❖ Booking

- Opening of ticket booking counters with adequate working hours to facilitate issue of tickets to the public. The working hours will be clearly displayed at the counters.

❖ Refunds

- As far as possible, refunds would be made across the counter, provided the ticket is surrendered within the specified time limit. Such refunds can be obtained at the computerized counters of any station provided it is linked with the ticket issuing station and the ticket is presented within the prescribed limit.
- In case of failure of air-conditioning equipment, difference of fare between air-conditioned and non-air-conditioned class of travel for the portion traveled without air-conditioning shall be refunded for which a Certificate may be obtained from Guard/TTE.
- Station Masters of certain important stations/reservation offices have been granted special discretionary powers to grant refund on used tickets issued from their stations where refund is not admissible at the station due to expiry of the time limits prescribed in the rules. The list of stations, where this facility is available, is published in the respective Zonal Railway Timetable.
- In case where refund is not permissible across the counter, the Railway Administration shall provide the passenger with a Ticket Deposit Receipt. Refund as admissible in such cases will ordinarily be settled within 90 days of the submission of the claim.
- **Lost, Torn Or Mutilated Tickets**
  - No claim for refund is entertained by Indian Railways in case of lost or misplaced tickets.
  - Refund of fare will be granted in respect of a torn or mutilated ticket if the authenticity is verifiable on the basis of the particulars visible on the face of the ticket.
  - If the ticket is confirmed/RAC, the Railways may permit travel on the same reservation, on payment of charges fixed from time to time.

- **Concessions**
  - Handy information pamphlets in local languages containing details of different types of concessions to which passengers are eligible and other relevant passenger information will be made available at Book Stalls and Railway Counters on payment of nominal charges.

- **Special Trains**
  - Information will be given in advance through media for special trains on special occasions

- **Enquiry and Information**
  - Railway Timetables provide information for different trains, computerized Interactive Voice Response System is also available at important stations.
  - The position of running of trains will be updated regularly and announced on the Public Address System at important stations and also made available on telephone or personal enquiries.

- **Public Grievances**
  - Railway Administration would ordinarily reply to the complainant within 90 days, where detailed enquiries are not required to be made and within 120 days, in case of complaints where detailed enquiries are warranted.
❖ **Theft of Luggage**

- A Prescribed FIR Form is available in the Timetable or with TTEs/Guards or GRP escort. After filling it up, the Form may be handed over to one of the officials viz., TTE, Guard or GRP escort for registration of the report at the next Police Station.

❖ **Co-operation from passengers**

- Co-operation of general public is sought to maintain cleanliness, avoid unnecessary chain pulling, maintain cordial relations with fellow passengers and railway staff coming into their contact, abstain from carrying inflammable items, and discourage touts.

❖ **Freight Services**

- ✓ No across the board increase in freight rates.
- ✓ Number of commodity groups to be reduced from 80 to 28.
- ✓ Highest class lowered to 220, freight rates of diesel and petrol less by 8%.
- ✓ Over the next three years, the highest class to be lowered below 200 and rates for the highest classification to be made than double that of the lowest classification (except rates of some light commodities).
8. **PASSENGER AMENITIES DISCUSSED UNDER VARIOUS RAIL BUDGETS**

- **Passenger amenities in Rail Budget 2005-2006:**
  - Country-wide extension of universal enquiry number-139 at local call rates.
  - Introduction of booking of tickets through landline phones also. Internet booking timings extended and will be from 4 a.m. to 11.30 p.m. without a break.
  - Reservation status to be made available in advance; display of vacant berth position; renewal of season tickets on internet for Mumbai suburban passengers.
  - PRS facility to be extended further; 45 of remaining district headquarters to be covered in 2005-06; balance to be covered in the year thereafter.
  - UTS to be further expanded by over 300 locations taking total number over 400.

- **Passenger amenities in Rail Budget 2006-2007:**
  - All 'A' & 'B' category stations to be made model stations.
  - Help of architects to be taken in all divisions to make station buildings more beautiful, comfortable and with modern look.
  - Modern facilities such as ATM, cyber cafes, etc. to be provided at all major stations.
  - A pilot project for giving the publicity rights for an entire division to a single agency, through open tender.
  - Pilot project started to upgrade retiring rooms, waiting rooms, station buildings, lavatories, etc. under public-private partnership schemes at a few stations, to be expanded further.

- **Passenger amenities in Rail Budget 2007-2008:**
  - 300 more stations to be developed as modern stations.
  - Year 2007 declared ‘Cleanliness Year’ - Special campaign to ensure cleanliness in station complexes, passenger trains, railway lines, waiting rooms etc.
Passenger amenities in Rail Budget 2008-2009:

- Provision of on-line coach indication display board; on-line train arrival departure information board; on-line reservation availability information board.
- Provision of discharge-free green toilets in all 36,000 coaches in XI Plan Period at a cost of about Rs 4,000 cr.
- LHB design coaches for all Rajdhani and Shatabadi trains over next few years.
- Provision of LHB coaches with stainless steel bogies in Mail/Express trains.
- Special stress on cleanliness - on-board cleaning in passenger trains.
- Extending the public address system in passenger coaches of select mail/express trains.
- Increase in the height of a number of platforms;
- Provision of platform shelters at all D category stations.
- Provision of foot-over bridges at all high-level platforms.
- Increase in length of 30 more platforms.
- Provision of multi-level parking, lifts and escalators at major stations.

Passenger amenities in Rail Budget 2008-2009:

- Press correspondents to be given 50% discount along with spouse
- Student concession: High Madrassa and Senior Madrassa students to be included in discount scheme
- Rs 25 per month ticket without surcharge for unorganized sector employees under ‘Izzat’ scheme for people with salary upto 1500
- National sports persons to be preferred at in recruitment
- E-ticketing to be enhanced, simplified
- Unreserved ticketing terminals to be expanded from 5000 to 8000
- Automatic ticket vending machines to be increased
- Computerised issuance of tickets from 5000 post offices
- SMS updates to indicate berth and confirmation status
- Railways to develop cold storages for farmers to store vegetables and fruits
- Tests on environment friendly, green toilets
- Mobile ticketing vans for purchase in local markets: 50 such vans to be introduced
- Vacuum toilets in trains
- Railway hospitals to be upgraded
- Ambulance services for passenger in metro cities to start
-PRS is now in 800 locations with more than 600 terminals, will cover 200 locations more
✓ All MPs can now identify one PRS location of their choice in their constituencies
✓ Automated ticketing vendors in 200 large stations
✓ AC double decker coaches for intercity travel
✓ ADGM of each zone will be responsible for supervision
✓ At least one doctor in long distance trains
✓ Punctuality, safety, good food, water and toilet facilities. Also emphasis on cleanliness.
9. Literature Review

➢ Suburbs seven-point agenda for Mamta

Elected MPs from western suburbs pitch for better Western Railway service, with Sanjay Nirupam dashing off a letter of demands to Railway Minister Banerjee

In his letter, Nirupam described the present status of services as terribly poor and inadequate, and urged the ministry to make provision in the 2009-2010 railway budget to be tabled in the monsoon session of the Parliament in July.

It should be recollected that angry protesters had held violent agitations in February at Borivali Station, disrupting train services during peak hours. Interestingly, a lot of public ire was directed at former MP Govinda after the incident, suggesting how crucial it becomes for the elected representative to improve Railway services.

In fact, the stalled renovation plan of Borivali Station is the first point that Nirupam raised. Incidentally, bhoomi pujan ceremony of the proposed new building was conducted almost a decade ago, yet no work was carried out after it.

The number of commuters using the local trains from Borivali Station is relatively higher than any other station on the Western line. However, services largely remain the same despite increasing numbers every year. A study that Vile Parle-based foundation HumLog conducted spelt out that maximum number of railway users are from the suburbs, especially from the northern ones onwards from Andheri. A demand to increase the frequency of Malad to Churchgate services, another heavy rush shuttle, too had been raised. A proposal to extend the Harbour Line till Borivali also figures in other demands that Nirupam has made.

Said Nirupam, "Extended lines will also reduce the pressure on existing commuter on the Western line till Dadar." Stated Machindra Karalkar, Zonal Users Consultative Committee Member (Western Railways). "Almost 65 lakh people use Western Railway trains every day."
Issues raised
* Start renovation of Borivali Station immediately
* Stalling services from Platform No 7 and 8 during peak hours
* Basic amenities to be provided at all stations
* Construct foot over bridges, where required
* Extension of Harbour Line till Borivali.
* Starting Kankan-bound trains through Borivali Station via Vasai-Diva route
* Increasing frequency of Malad-Church gate locals

Sources: Mumbai mirror June 20, 2009

Bhuj, Gandhidham to become model railway stations

Bhuj, April 30 Bhuj — the last broad gauge line railway station along the country's western border is being renovated at a cost of Rs 1.50 crore. The Western Railway has declared Bhuj and Gandhidham as model railway stations.

“More passenger amenities under various on-going schemes would make it a real model station in this part of the country. The departmental committee of the System Improvement Group (SIG) is periodically reviewing the progress,” said Kamlesh Gusai, Gandhidham Area Manager of Western Railway on Thursday.

He added: “Tuesday’s visit to the station by the Ahmedabad-based Additional Divisional Railway Manager R N Prasad was in this context only. The committee members were satisfied with the progress in the ongoing work.”

The new amenities include the development of circular rooms, including one for VIPs, and the station master. But the key project is of raising the height of the three platforms from the existing 45 to 84 cm (around one and a half feet) so that passengers can comfortably board or alight the train, Gusai said. He said the platforms would also be resurfaced with kota stone to give it a better look.

There are also plans to cover the top of the existing over bridge to provide protection from the sun and rain, he said. The bridge would also have a ramp for the physically challenged people, he added. Gusai said the station would have an additional bridge, the funds for which have already been sanctioned. Besides, the area outside the station would be beautified with a garden, and the station will have a new lighting system, he said.

While Bhuj is the district headquarters, the biggest railway station in the district is Gandhidham, some 60 kilometres away. It was constructed in the 1950s and is as big as Ahmedabad station, even though only one or two long distance trains reach here. But the opening of the area manager's office and development of port town of Kandla has now changed things quite a bit here. So far, 90 per cent of the modernisation work at this eastern Kutch railway station has been completed.
“We are now engaged in improving the existing passenger amenities which are already good. We are going to illuminate it in a big way with special attention towards improving its cleanliness,” Gusai said. According to sources, some Rs 2 crore are being spent on the station’s modernisation.

➤ Railway station to get world-class upgrade

By November 2011, the Ahmedabad railway station in Kalupur will set forth on a journey towards becoming a world-class station. Officials have submitted its inception report to Western Railway, and the next step will be to invite agencies to design the station and provide it a facelift. According to railway officials, construction work at the Kalupur station may not begin next year because of a lot of research is required before a plan is readied.

Considering that the number of passengers at the Kalupur railway station will increase manifold by 2030, the new design for the station will incorporate new aspects. In addition, platform numbers eight, nine and 10 will be available for broad-gauge trains by next year, while an additional third line between Sabarmati and Ahmedabad may be started, which will help to lessen the congestion of trains. Also, by next year, the Duronto Express between Mumbai and Ahmedabad will take to the track. This completely air-conditioned express train is likely to be the fastest train along this route.

➤ Vision ’10: Better facilities for passengers are top priority for railways, AAI

The airport and railway station in Ahmedabad are to witness complete makeovers in the coming time. While the airport's new terminal will be ready soon, a plan to revamp the railway station is being readied. For passengers, the times ahead seem better.

➤ Ashok Gadud, DRM, A ‘bad division, Western Railway

The railways are doing everything possible to ensure that passengers have a comfortable journey. By next year, there will be some passenger-friendly development, which includes five escalators. We do have escalators now, but these new ones will be available to the passengers, too. All five escalators may not be ready by next year, but at least one or two of them will be installed by then."
10. CASE STUDY

Railway officials for underground link Technical snag delays train services Crossing tracks: motorman, guard save trespasser’s life Extra building, facilities to make Borivali station a major terminus CR increases 12-coach train services ‘Is Lady Gaga a man?’ among 2009’s Most Asked Questions Dream come true but tough to maintain position: Dhoni Victims of Hiroshima, Nagasaki bombings remembered. Attempt to murder case filed against Asaram Bapu His if, our Pak India needs stimulus package to continue: HSBC Megan Fox ditches glamour for street chic

Western Railway (WR) will soon convert all nine-coach rakes into 12-coach ones so that they can accommodate more passengers and ease the pressure during peak hours. The rakes will be converted in 12 to 16 months, said R N Verma, general manager.

At present 780 services run on 12-car rakes and 12 on 15-car rakes, while 480 will be converted from nine to 12 cars.

A hurdle has been the delay in conversion from DC traction to AC. “DC traction capacity is saturated on the Churchgate-Borivali section, especially between Churchgate and Andheri. The rakes will be converted as soon as conversion of the traction is complete on Churchgate-Borivali,” Verma said.

The conversion from DC to AC will be done in two phases, Borivali-Virar traction by February 2010, then Churchgate-Borivali section that will take around 12 to 16 months to complete, he said.

Verma said there is a possibility of adding a 15-coach train and with more halts. The present 15-coach rake is the longest on the suburban section, and was introduced as a pilot project. The train halts at Dadar, Andheri, Borivali and Virar.

WR is also undertaking a project to increase the height of platforms. “The height of platforms number 1 at Nalasopara and number three at Mahim has been raised. Now work is in progress at three more: Mahim platform 2 and Borivali platforms 4 and 5. Work sanctioned for 35 platforms is being taken up on a priority and expected to be completed by 2010 end,” Verma said.

Foot overbridges (FOB) and subways are also being built. Such structures have already connected Mira Road and Bandra (E) stations to skywalks. The plan is to connect skywalks at 13 locations.
11. **Analysis/Interpretation of data:**

1. Are you satisfied with the passenger amenities being announced in the recent Rail Budget by rail minister Mamta Banerjee?

![Pie chart showing 74% satisfied and 26% not satisfied.]

In the above stated pie diagram it is been seen that out of total surveyed (100) most of the people that is 74% of the people think that the passenger amenities being announced in the recent rail budget by Rail minister Mamta Banerjee was appropriate and more than sufficient for the convenience and comfort of the public on the other hand, 26% of the public think that it was not appropriate and she should take more efforts for the growth of the passenger amenities. Thus we can say that majority of the public are happy with the passenger amenities but there are further scopes for improvement where Mamta Banarjee can provide more and efficient passenger amenities.
In the above stated pie diagram it is been seen that out of total surveyed (100), 59% believes that the quality of food is good but not so delicious. Whereas 23% believes that the food in western railway is very good and delicious, they should continue to serve this kind of food. 10% believes that the food is average not so good or bad, they want some improvement in the taste and variety of food. On the other hand 9% believes that the quality of food is not at all up to the mark. They want complete improvement in the quality as well as the quantity of food. Thus the government should also need to pay enough attention towards the quality of food.
In the above stated pie diagram it is been seen that out of total surveyed (100), 68% of the general public believes that western railway really provides clean bed rolls in the A.C. coaches. They should continue to serve this kind of service. On the other hand 32% of the people believe that they do not provide clean bed rolls even in the A.C. coaches and they should start paying attention towards the cleanliness & the bed. Thus the government is really paying attention towards providing qualitative services in the A.C. coaches.
In the above stated pie diagram it is been seen that out of total surveyed (100), 53% of the people believe that there are enough medical facilities available during the time of emergencies. Whereas 35% of the people believe that No, there are not sufficient facilities available in the train, if any emergency occurs. Whereas 12% are not aware regarding these facilities so the government should provide more and more medical facilities in the train at the same time they should also spread enough awareness regarding these facilities so that public can have use of it at the time of emergencies.
5.

Are the E-ticketing been an easy way to get a ticket for passengers and also do you think is it being a success for Indian Railways?

- 71% believe it will be a success and gain more commuter’s participation because it saves time of the commuters. They do not have to stand in big queues for taking tickets and reservations.
- 29% believe it won’t be a success because it requires technical knowledge.

In the above stated pie diagram it is been seen that out of total surveyed (100), and we can see that 71% of the people believes that it will be a success and will gain more & more commuter’s participation because it saves time of the commuters. They do not have to stand in big queues for taking tickets and reservations. Whereas 29% people believe that it won’t be a success because it requires technical knowledge. So, we can say that the government should provide more & more these kinds of online services to make travelling experience more comfortable.
In the above stated pie diagram it is been seen that out of total surveyed (100), 64% of people believe that the authority of railways are not at all concerned regarding solving the complaints of the passengers. They think that their complaints remain pending for a longer period of time. Whereas 36% of the people believe that, the western railways solve their doubts & complaints on the spot. So, we can say that the authority should also concentrate on solving the problems rather than just receiving it. Then only people will find the way and solution for their problems.
In the above stated pie diagram it is been seen that out of total surveyed (100), for this question 47% of the people believes that amount charged against the services are sufficient and enough. They also think that these funds are utilised in a proper manner. On the other hand 38% believes that the government are charging more for the amenities they are providing. They should reduce the amount that has been charged. Whereas 15% of the people are not sure regarding this question.
In the above stated pie diagram it is been seen that out of total surveyed (100), 38% of the people believes that the concept of ‘Adarsh Stations’ will really help the commuters during travelling due to rise in amenities. Whereas 21% of the people think that it won’t be a success in future. So the government should introduce other creative and useful concepts. On that other hand 41% of the people are not aware and sure regarding this new concept.
In the above stated pie diagram it is been seen that out of total surveyed (100), 56% of the people believe that it will obviously reduce the customer traffic in trains. 30% think that it won’t make any difference in the customer traffic because rush is going to be there in peak hours. 14% are not sure regarding its effect.
In the above stated pie diagram it is been seen that out of total surveyed (100), 56% of the commuters believe that the western railways are providing enough amenities for physically challenged people and they are using it effectively. 41% think that railways do not provide necessary arrangements and amenities for them. 3% are not aware regarding these amenities so the government should provide more facilities in the compartment of handicapped people.
11. In the above stated pie diagram it is been seen that out of total surveyed (100), 54% of the people that the trains and stations are not cleaned properly. 46% people believe that the platforms and compartments of trains are cleaned daily and neatly. So the government should also pay proper attention of funds towards cleanliness of the platforms and trains.
12. **Annexure**

**Specimen of Questionnaire**:

1. Are you satisfied with the passenger amenities being announced in the recent Rail Budget by rail minister Mamta Banerjee?  
   - Yes  
   - No  

2. How is the quality of food being served in Western Railways?  
   - Good  
   - Very good  
   - Average  
   - Poor  

3. Are clean bedrolls given to passengers travelling in AC coaches?  
   - Yes  
   - No  
   - Can’t say  

4. Is proper medical assistance available on trains in case of emergencies?  
   - Yes  
   - No  
   - Can’t say  

5. Are the E-ticketing been an easy way to get a ticket for passengers and also do you think is it being a success for Indian Railways?  
   - Yes  
   - No
6. Has Indian Railway been able to handle customer complaints regarding the amenities?
   - Yes
   - No
   - Can’t say

7. Do you think that amount charged against the various amenities given by western railway is appropriate?
   - Yes
   - No
   - Can’t say

8. Do you think the new concept of ‘Adarsh Stations’ will really work for passengers?
   - Yes
   - No
   - Can’t say

9. Are the stations and train coaches being cleaned properly?
   - Yes
   - No

10. Do you think the new 15 coaches Suburban train will reduce the passenger traffic?
    - Yes
    - No
    - Can’t say

11. Do you think amenities for physically challenged people are really working for them?
    - Yes
    - No
    - Can’t say
12. CONCLUSION

Passenger amenities in western railways are as important as salt in the food. It means it needs to be in adequate sequence and limit. It needs not to be too excess or too low in a certain area. Thus, the government should provide enough attention towards establishing the amenities in proper way at right area, so the people can obtain full benefit of these amenities. At the same time it is the duty of government to spread necessary information and awareness regarding these amenities. Then only people can obtain better advantage and satisfaction from these amenities. However, in India the scenario is quite different. As the government usually involves in bribing and corruption due to which the Western Railways cannot register expected growth in passenger amenities. But at the same time passenger also have a responsibility towards maintaining the amenities. So, both the government and public should co-ordinate to improve and maintain passenger amenities in various public transportation.
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