

**Statement**

*Details showing number of people died, injured due to travelling on rooftop and foot board of trains during the year 2010, 2011 and 2012 over Indian Railway*

Railway	2010		2011		2012	
	Died	Injured	Died	Injured	Died	Injured
Central	978	1194	944	1256	1060	1276
Eastern	33	2	14	1	71	4
East Central	27	6	25	9	23	7
East Coast	0	0	0	0	0	0
Northern	333	177	340	261	292	223
North Central	3	0	0	0	0	0
North Eastern	0	0	0	0	0	0
Northeast Frontier	5	1	1	0	3	4
North Western	2	13	19	20	12	34
Southern	190	18	167	37	253	43
South Central	0	0	2	2	1	2
South Eastern	0	0	0	0	0	0
South East Central	11	0	1	0	0	0
South Western	0	0	0	0	0	0
Western	460	1332	469	973	500	1046
West Central	194	23	177	29	228	31

**Passengers' complaints**

†1388. SHRI TARUN VIJAY: Will the Minister of RAILWAYS be pleased to state:

†Original notice of the question was received in Hindi.

(a) the number of complaints of any sort made by train passengers regarding disorder, filthiness, substandard meals in the compartments during their journey in the last one year;

(b) the details of such complaints, nature-wise and region-wise;

(c) the action taken on such complaints; and.

(d) the area-wise number of Railway Passengers' Associations along with the details of the cooperation provided by them in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI K.J. SURYA PRAKASH REDDY): (a) and (b) A statement showing the Zone-wise number of complaints lodged by the passengers during the year 2012 regarding disorder and cleanliness in the compartments is given in the Statement-I (*See below*). Details of Zone-wise complaints regarding catering services for the period 01.02.2012 to 31.01.2013 is given in the Statement-II (*See below*).

(c) Action taken to deal with the complaints cases depends on the nature of complaints. Major course of action includes inquiry, confronted inquiry, punishment/warning to staff as well as to contractors, multi department activities for improvement in services etc. to dispose of the cases.

(d) Registered Railway Passengers' Association are, nominated on Railway Users' Consultative Committees like Divisional Railway Users' Consultative Committees (DRUCCs), Zonal Railway Users' Consultative Committees (ZRUCCs) etc. The names of these associations nominated on DRUCCs and ZRUCCs constituted for a two years term from 01.10.2011 and 01.12.2011 respectively are given in the Statement-III and IV (*See below*). During the meetings of these Committees, representatives of these associations raised the issues concerning Railways which are examined for taking further necessary action wherever feasible and justified.

**Statement-I***Position of complaints made by train passengers during their journey in 2012*

Sl. No.	Causes	CR	ER	ECR	ECoR	NCR	NER	NFR	NR	NWR	SCR	SECR	SER	SR	SWR	WCR	WR	Total
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
1.	Improper behaviour of train ticket examiners	21	0	37	35	4	9	4	54	16	23	24	18	13	5	13	32	308
2.	Allotment of seats/berths by train staff	3	4	8	3	11	1	1	0	3	6	9	5	5	8	1	13	81
3.	Unauthorised passengers in coaches	53	7	6	16	4	6	3	5	8	25	3	1	1	8	1	24	171
4.	Non-availability of water in coaches	6	6	3	34	1	2	8	2	3	3	5	4	7	6	4	18	112
5.	Maintenance/cleanliness of coaches	38	50	58	271	5	6	62	18	15	81	55	157	54	24	10	120	1024

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
6.	Malfunctioning electrical equipments	46	47	39	104	18	15	32	35	27	23	16	63	25	21	5	55	571
7.	Complaints relating to sleeper class	25	2	1	21	4	1	1	17	5	1	9	4	1	18	0	13	123
8.	Non-availability/ poor quality of bed-rolls	21	127	53	180	1	5	27	10	6	17	31	139	6	11	1	131	766
GRAND TOTAL:		213	243	205	664	48	45	138	141	83	179	152	391	112	101	35	406	3156

**Statement-II**

*Details of Zone-wise numbers of complaint received on trains regarding catering services and action taken during last one year (01.02.2012 to 31.01.2013)*

Zonal Railway	No. of complaints received regarding quality	Action Taken								
		Fined	Warned	Termination	Suitably advised	Not substantiated	DAR action	Any Other	Pending	Total
1	2	3	4	5	6	7	8	9	10	11
Central	36	13	8	0	9	1	1	4	0	36
East Central	45	3	0	0	0	0	0	41	1	45
East Coast	22	8	7	0	7	0	0	0	0	22
Eastern	43	8	17	0	18	0	0	0	0	43
North Central	4	3	0	0	0	1	0	0	0	4
North Eastern	7	0	2	0	0	4	0	1	0	7
Northeast Frontier	11	1	0	0	2	2	0	6	0	11
Northern	366	64	124	0	174	4	0	0	0	366

1	2	3	4	5	6	7	8	9	10	11
North Western	2	2	0	0	0	0	0	0	0	2
South Central	4	1	2	0	1	0	0	0	0	4
South East Central	3	1	0	0	0	0	0	2	0	3
South Eastern	89	30	26	7	13	5	6	1	1	89
Southern	53	22	3	0	18	0	0	1	9	53
South Western	5	4	0	0	1	0	0	0	0	5
West Central	4	2	0	0	2	0	0	0	0	4
Western	49	6	23	0	16	2	0	2	0	49
TOTAL (Zonal Railways)	743	168	212	7	261	19	7	58	11	743
Indian Railways Catering and Tourism Corporation (IRCTC)	799	206	238	8	164	48	43	92	0	799
GRAND TOTAL (Zonal Railway + IRCTC)	1542	374	450	15	425	67	50	150	11	1542

298 Written Answers to

[RAJYA SABHA]

Unstarred Questions

**Statement-III**

*Details of registered Railway Passenger Associations nominated on DRUCCs constituted for the term from 01.10.2011 to 30.09.2013*

Sl. No.	Railway	Division	Name of Associations
1	2	3	4
1.	Central	(i) Bhusawal	1. Nasik District Railway Pravasi Sanghatana, Nasik Road 2. District Passenger (Seva) Association, Malkapur
		(ii) Nagpur	1. Bhartiya Yatri Kendra, Nagpur (Shri Dilip A. Fatehpuria) 2. WR-BPQ Yatri Sangh, Hinganghat (Shri Babusingh R. Gaherwar)
		(iii) Mumbai Central	1. Mumbai Rail Pravasi Sangh 2. Dombivali Passengers Association
		(iv) Solapur	1. Solapur Zila Pravasi Sangh, Solapur 2. Hyderabad-Karnataka Passenger and Transport Relief Association, Gulbarga
		(v) Pune	1. Mavel Taluka Rail Pravasi Sangh, Talegaon, Pune 2. Pune-Mumbai Pravasi Sangh
2.	Eastern	(i) Malda	1. Malda Distt. Passengers' Association, Mukdumpur, Malda 2. Daily Passengers' Association, Sahibganj-816109, Jharkhand
		(ii) Howrah	1. Tarkeswar Branch Line Passengers' Association, P.O. Singur, Distt. Hubli

1	2	3	4
			2. Burdwan-Bandel Railway Passenger's Welfare Association, Amodaghata, P.O. Mogra, Hubli
	(iii) Sealdah		1. Bongaon-Sealdah Passengers' Association, 20, M.C. Mitra Lane, Kolkata 700028
			2. District Murshidabad Railway Passenger's Association, Motijhil Road, Lal Bagh, P.O. and Distt. – Murshidabad, Pin-742149 (W.E.)
	(iv) Asansol		1. Jharkhand Main Line Daily Passengers' Association, Madhupur
			2. Panagarh Bazar Daily Passengers' Association, P.O. Panagarh, Distt. Burdwan, Sealdah
3. East Central	(i) Danapur		1. Bihar Daily Passenger Association, Patna
			2. Passenger Welfare Association, Patna
	(ii) Dhanbad		1. Dhanbad District Railway Passenger Council, Karkend Bazar, Kusunda, Dhanbad
			2. Dhanbad-Chandrapura-Bokaro Daily Passenger Association, Katras Bazar, Dhanbad
	(iii) Sonapur		1. North Bihar Travellers Association, Sutapatty, Muzaffarpur
			2. North Bihar Railway Passenger Association, Begusarai
	(iv) Mughalsarai		1. Grand Chord Passenger Association, Gaya, Bihar



1	2	3	4
		(v) Samastipur	1. Uttar Bihar Rail Yatri Sangh, Marwari School Road, Darbhanga 2. Dainik Yatri Sangh, Samastipur
4.	East Coast	(i) Khurda Road	1. Rail Passengers Welfare Committee, Banapur 2. Rail Users Committee, Ichapuram, A.P.
		(ii) Waltair	1. Visakha Rail and Bus Passengers Association, Visakhapatnam 2. Parvatipuram Town Passengers Association
		(iii) Sambalpur	1. Bolangir Zilla Bus and Rail Yatri Sangh, Bolangir 2. Titilagarh, Sub-Divisional Rail Users Association, Titilagarh
5.	Northern	(i) Ambala	1. Railway Passenger Association North Zone, Bhatinda, Abohar 2. Saharanpur-Ambala Daily Passenger's Association, Saharanpur
		(ii) Ferozepur	1. The Daily Passenger Association H.No. 228, Near Banian Mandir, Ward No. 7, Phillaur, Distt. Jalandhar 2. Daily Passenger Consumer Protection Council, Bindraban Road, Civil Lines, Prem Nagar Chowk, Near Shiv Mandir, Ludhiana 141001
		(iii) Lucknow	1. Lucknow-Kanpur Daily Passenger, Association E-2666, Rajajipuram, Lucknow

1	2	3	4
			2. Uttar Bharat Rail Yatri Parishad Varanasi
	(iv) Moradabad		1. Moradabad Travellers Association (Regd.) Moradabad
			2. Ghaziabad-Hapur Rail Yatri Sangh, E-225 Sector-12, Vijay Nagar, Ghaziabad
	(v) Delhi		1. The Delhi Railway Passenger Association Gannuar
			2. Dainik Yatri Sangh (Regd.) Trans. Hindan, Sahibabad, Distt. GZB. D-159(A) Lajpat Nagar, Sector 4, Sahibabad
6.	North Central	(i) Allahabad	1. The Railway Passengers Safety and Amenities Association, Allahabad
			2. The All India Railway Passenger Association, Kanpur
		(ii) Jhansi	1. Rail Dainik Yatri Kalyan Association, Jhansi
			2. Rail Dainik Yatri Kalyan Association, Lalitpur
		(iii) Agra	1. Rail Yatri Kalyan Samiti, Agra
			2. Rail Kalyan Association, Agra
7.	North Eastern	(i) Lucknow	1. Sitapur-Lucknow Dainik Rail Yatri Kalyan Sangh
			2. Lucknow-Gonda Dainik Yatri Sangh
		(ii) Varanasi	1. Baliya Rail Yatri Seva Sangh, Harivansh Bhavan, Town Hall road, Baliya

1	2	3	4
			2. Registered Passenger Association, Ramrajya Mor, Lohiya Nagar, Distt. Siwan
		(iii) Izzatnagar	1. Passenger Association, Makarandnagar, Kannauj 2. Registered Passenger Association, Dainik Yatri Pratinidhi Sangh, Kasganj
8.	Northeast Frontier	(i) Katihar	1. West Bengal Passengers Association, Siliguri Branch, Siliguri (W.B.) 2. Divisional Railway Passengers Association, Katihar, Bihar.
		(ii) Lumding	1. N.C. Hills Railway Passengers Amenities Association, Lower Haflong 2. Guwahati Passenger Association, Guwahati
		(iii) Tinsukhia	1. Dibrugarh Passenger Association, Dibrugarh
		(iv) Alipurduar	1. Dooars Railway Passengers Welfare Association, c/o Kartick Chandra Sen, Ward No. 8, Beitala Road, P.O. Alipurduar Court, District Jalpaiguri, Pin-736122
		(v) Rangiya	1. Bongaigaon, Golpara and Garo Hills Passenger Association, AOC Road, District Bongaigaon-783380 2. Assam Rail Passenger Association, Barpeta Road, District Barpeta
9.	North Western	(i) Bikaner	1. Rail Bus Yatri Sangh, Ratangarh

1	2	3	4
			2. Rail Road Passenger Association, Mandi Dabwali
	(ii) Jodhpur		<b>No Registered Passenger Association</b>
	(iii) Jaipur		1. Dainik Yatri Mahasangh-Phulera
			2. Dainik Rail Yatri Samiti, Alwar
	(iv) Ajmer		1. Mewar Passengers Relief Society Bhilwara
			2. The Railway Passengers Association, Abu Road
10. Southern	(i) Chennai		1. The Tiruvottiyur Railway Passenger Association
			2. Pattabiram Railway Passengers' Association
	(ii) Madurai		1. Thoothukudi District Passengers Welfare Association, Tuticorin
			2. Railway Users Association, Sengottai
	(iii) Palghat		1. Kasargod Railway Passengers Association, Kasargod
			2. Palakkad District Railway Passengers Association, Palakkad
	(iv) Trichy		1. Thanjavur District Rail Users Association, Kumbakonam-612001
			2. Panruti Rail Passengers Welfare Association, Panruti
	(v) Trivandrum		1. Railway Passengers Association, Trichur

1	2	3	4
			2. All India Federation of Indian Railway Users'-Thiruvananthapuram
	(vi) Salem		1. MTP-CBE Train Traveller's Association
			2. Coimbatore Railway Users Welfare Association
11. South Central	(i) Secunderabad		1. Passengers' Association, Tandur
			2. MMTS Travellers' Group
	(ii) Hyderabad		1. Suburban Trains, Bus Travellers' Association, Malkajgiri, Hyderabad
			2. New Generation Season Pass Holders and Ticket Holders' Welfare Association, Mahabubnagar
	(iii) Guntakal		1. Passengers' Welfare Association, Tirupati
			2. Passengers' Welfare Association, Guntakal
	(iv) Vijayawada		1. Passengers' Association, Rajahmundry
			2. Passenger Association, Bapatla
	(v) Guntur		1. Divisional Railway Users' Association, Guntur
			2. Chairman, Passengers' Association, Piduguralla
	(vi) Nanded		1. Vidarbha Yatri Sangh, Akola
			2. Maharashtra Pradesh Pravasi Mahasangh, Washim

1	2	3	4
12.	South Eastern	(i) Kharagpur	<p>1. Passengers and Public Welfare Association, Ghoraghata Station Road (South), P.O. Kantapukur, Distt. Howrah</p> <p>2. Daily Passengers' Association, MDN-KGP-HWH section, c/o Sri Rangan Kar, Ram Mandir Road, P.O. Nimpura, Kharagpur, Distt. Paschirn Medinipur.</p>
		(ii) Chakradharpur	<p>1. Chhotanagpur Passenger Association, Jamshedpur (Jharkhand)</p> <p>2. Gangpur Commuters Association's Rajgangpur (Odisha)</p>
		(iii) Adra	<p>1. Rail Users Organisation- Bankura</p> <p>2. Rail Yatri Samiti-Purulia</p>
		(iv) Ranchi	<p>1. Chhotanagpur Passenger Association, The Boulevard Hotel, Main Road, Bistupur, Jamshedpur</p>
13.	South East Central	(i) Nagpur	<p>1. Shri Ashok Sharma, Daily Railway Movers Association, Gondia, M.S.</p> <p>2. Shri Ashish Shukla, Passenger Maa Bamleshwari Rail Yatri Sangh, Dongargarh, M.P.</p>
		(ii) Bilaspur	<b>No Registered Passenger Association</b>
		(iii) Raipur	<p>1. Shri Deo Mani Pandey, President, Dainik Rail Sahkari Sanstha, Raipur</p> <p>2. Shri R.K. Garg, President, Dainik Rail Yatri Sangh, Bhilai</p>

1	2	3	4
14.	South Western	(i) Bangalore	1. Railway Commuters Forum, MG Road, Tumkur 2. Bangalore-Kengeri Travellers Association, K.S. Town, Bangalore-60
		(ii) Mysore	1. The Mysore Railway Passenger Association, No. 2/12, C.B. Compound, Tiptur-572201 2. Chikkamagalur District Railway Passenger Association, N.H. 206, Kadur-577548
		(iii) Hubli	1. Karnataka Passenger and Traffic Relief Association, Hubli 2. All Goa Railway Users Association, Vasco-da-Gama
15.	Western	(i) Bhavnagar	1. Shri Dineshbhai N. Thanki, Porbandar District Passengers Association-Porbandar, 1/2 Bhojeswar Plot, Mata Kendera, Porbandar-360575 2. Shri Rajendra K. Parikh, Saurashtra Passengers Association, Bhavnagar
		(ii) Mumbai Central	1. Shri Jethmal Jain, Amalner Pravasi Sangh, Saraf Bazar, Amalner, Distt. Jalgaon 2. Gujarat and Rajasthan Rail Users' Welfare Association, RH-6, Shamali Complex, Opp. Railway Station, Bhayanfer (West)
		(iii) Ratlam	1. Shri Mahendra Gadia, Railway Upbhokta Sangh, 125, Namak Mandi, Ujjain

1	2	3	4
			2. Shri Manoj Keklawala, Dahod Rail and Road Passenger Association, Kiklawala Compound, Baharpur Parao, Ujjain
	(iv) Rajkot		1. Shri Chandravadan Pandya, Jamnagar Regional Passenger Association, Jamnagar
			2. Shri Kiran Shukla, Saurashtra Passengers Association, Rajkot
	(v) Vadodara		1. Shri Omkar Tiwari, Railway Passenger Association, Vadodara
			2. Dr. N.I.I. Kanuga, Surat-Bharuch Passengers' Association, Kosamba
	(vi) Ahmedabad		1. Shri Sanjay T. Upadhyay, Railway Passengers and Consumer Association, Vadodara/Ahmedabad
			2. Shri Dilipbhai A. Pandya, The Maninagar Railway Passengers' Association, Maninagar
16. West Central	(i) Jabalpur		1. Narmada Sambhag Rail Yatri Sangh, Pipariya
			2. Maihar Railway Upbhokta Kalyan Samiti, Maihar
	(ii) Bhopal		1. Railway Passenger and Consumer Association, Bhopal
	(iii) Kota		1. Kota Rail Sambhag Yatri Vikas Samiti, Kota
			2. Kota Coaching Sanchalak Mitra Mandal, Kota



**Statement-IV**

*Details of registered Railway Passenger Association nominated on Zonal Railway Users Consultative Committees constituted from 01.12.2011 to 3.11.2013*

Sl. No.	Railway	Details
1	2	3
1.	Central	1. Kurla Railway Pravasi Sangh. 2. Uttar Bhartia Pravasi Sangh, Pune.
2.	Eastern	1. Bengal Railway Passenger's Association, Pglachandi, Nadia. 2. West Bengal Passengers' Association, Kolkata.
3.	East Central	1. Dhanbad District Railway Passenger Council, Karkend Bazar, P.O. Kusunda, Distt. – Dhanbad (Jharkhand). 2. Grand Chord Passenger Association, Gaya. 3. North Bihar Railway Passenger Association, P.B. No. 17, Begusarai. 4. North Bihar Rail Yatri Sangh, Marvari School Road/ Darbhanga. 5. Bihar Daily Passenger Association, Station Road, Patna.
4.	East Coast	1. Commuters and Welfare Association, Visakhapatnam. 2. Ganjam Zilla Rail Yatri Surakshya Samiti, Ganjam. 3. Chhattisgarh Passengers Association, Chhattisgarh.
5.	Northern	1. Daily Passengers Association, Pataudi Road, Distt. Gurgaon, Haryana. 2. Doaba Passenger Association (Regd.) Office Nizatam Nagar, Basti Nau, Jalandhar.

1	2	3
		3. Moradabad, Gajrolla, Dainik Rail Yatri Welfare Association, Hoh. Kotgari, Hasanpur, Distt. J.P. Nagar (UP)
		4. Rail Passengers Association (N.Z.), 2654, Bazar No. 4, Near SBI, Abohar-152116.
		5. Haryana Rail Upyog Karta Federation, 171 Shanti Nagar, Model Town, Panipat-132103.
6.	North Central	1. Railway Passengers' Safety and Amenities Association, Allahabad.
		2. Dainik Yatri Sangh, Bharatpur.
7.	North Eastern	1. Rail Users Association, 194 Rajiv Gandhi Nagar, Farukhabad-209625
		2. Rashtriya Rail Upyogkarta Mahasangh, Manshipur (Makhnawa) Mau
8.	Northeast Frontier	1. Bihar Daily Passenger's Association, Katihar.
		2. West Bengal Passenger's Association Siliguri.
		3. Dibrugarh Passenger's Association, Dibrugarh.
9.	North Western	1. Mewar Passenger Relief Society, 35, Sadar Bazar, Bhilwara.
		2. Marudhara Passenger Welfare Society, 2-B, Samta Nagar, Opposite, Krishi Mandi, Bikaner.
		3. Rail Road Passenger Association, Mandi Dabwali, Haryana.
10.	Southern	1. Thanjavur-Trichrappalli Train Passengers Users Association, Thanjavur
		2. Allappuzha-Trichur Railway Passengers Association, Allappuzha

1	2	3
		3. Malabar Rail Users' Association, Kozhikode
11. South Central	1.	The East Godavari Dt. Cocanada Town Passengers' Association, Kakinada.
	2.	Passengers' Association, Secunderabad.
	3.	Marathwada Vikas Samiti Passengers' Association, Aurangabad.
12. South Eastern	1.	Chotonagpur Passenger Association, Jamshedpur.
	2.	Paschim Odisha Rail Yatri Sangh-Rourkela.
	3.	South Eastern Railway (Howrah-Jakpur) Passenger Association, Bagnan, Howrah.
13. South East Central	1.	Regional Rail Passenger Association, Ghampa (C.G.), Barpali Chowk, Champa-495671.
	2.	All India Long Distance Rail Passenger Welfare Association, Khargapur, 114/1B, Cotton Street, 3rd Floor, Kolkata-700007.
	3.	Rail Pravasi Kalyankari Mandal, Amagoan, (M.S.) Jagdamba Iron Stores, Gandhi Chowk, Amagaon, Distt.-Gondia, Maharashtra.
14. South Western	1.	Mysore Railway Passenger Association, No. 2/12, C.B. Compound, Tiptur-572201
	2.	Chikkamagalur District Railway Passenger Association, N.H. 206, Kadur-577548.
15. Western	1.	South Gujarat 1st Class Passenger Association, Plot no. 173, Mota Borasara Village Road, Kim Distt. Surat.
	2.	Railway Passenger Association 113, City Centre Complex, Kalanala, Bhavnagar

1	2	3
		3. Rail Users Sangh Association, Namak Mandi, Ujjain.
		4. The Kutch Passengers Association, 6, Bhuta Niwas No. 1, Dr. Ambedkar Road, Kings Circle, Mumbai-400019.
16. West Central	1.	Akhil Bhartiya Rail Yatri Kalyankarj Sangh, Jabalpur.
	2.	Kota Rail Sambhag Yatri Vikas Samiti, Kota.
17. KRUCC	1.	Konkan Railway Pravasi Welfare Association.
	2.	All Goa Railway Users Association.
	3.	Karnataka Passenger Welfare Association, Kumta.

#### **Modernisation and safety of Railways**

1389. SHRIMATI T. RATNA BAI:

SHRI MOHD. ALI KHAN:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether Railways are working for its modernisation and safety; and
- (b) if so, the details thereof and the steps taken in this direction, so far, Zone-wise and the amount spent for the same during last four years?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI K.J. SURYA PRAKASH REDDY): (a) and (b) Yes, Sir. Modernisation and safety improvement is an ongoing process on Indian Railways. The details of major works related to modernisation and safety undertaken during the last four years, zone-wise are given in Statement-I (*See below*).

The expenditure in related plan heads during 2008-09 to 2011-12 is given in Statement-II (*See below*).