

Passenger Business

The profile of passenger traffic in 2016-17 as compared to 2015-16 is outlined below:

	Suburban		Non-suburban	
	2015-16	2016-17	2015-16	2016-17
Passengers originating (millions)	4,459	4,566	3,648	3,550
Passenger kilometres (millions)	1,45,253	1,45,417	9,97,786	10,04,418
Average lead(kilometres)	32.6	31.8	273.5	283.0
Earnings(₹ in crore)	2,575.22	2,689.44	41,708.04	43,591.02
Average rate per passenger kilometre(paise)	17.7	18.5	41.8	43.4

The overall trend of passenger traffic in the last three years was as follows:

	Total suburban and Non-suburban		
	2014-15	2015-16	2016-17
Passenger earnings (₹in crore)	42,189.61	44,283.26	46,280.46
Passenger journeys(millions)	8,224	8,107	8,116
Passenger kilometres(millions)	11,47,190	11,43,039	11,49,835
Average lead(kilometres)	139.5	141.0	141.7

Fare Structure

There was no increase in passenger fares in 2016-17. In order to improve the earnings the concept of Flexi fare system has been introduced w.e.f. 09-09-2016 in Rajdhani, Shatabdi & Duronto train services. Under this scheme, the fare increase by 10% with every 10% of berths sold subject to maximum limit of 1.5 times in classes Second AC, Sleeper, Second sitting (reserved), AC Chair Car and 1.4 times in 3rd AC class. No change has been made in the fare for 1st AC and Executive class of travel.

In the case of new trains such as Humsafar and Antyodaya due to higher capital cost and various additional facilities provided, dynamic fare structure has been introduced. In Humsafar trains, the fare has been fixed at 1.15 times the basic fare of AC3 Tier Superfast Mail/Express for the first passenger block of 50% and thereafter a 10% increase for every 10% increase in the passenger block for the remaining 50%.

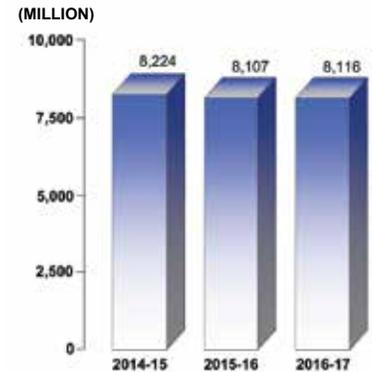
There was no increase in the fares of unreserved class of Mahamana Express trains.

The fare of fully unreserved Antyodaya train was 15% higher than the base fare of unreserved Second Class of Mail/Express Trains.

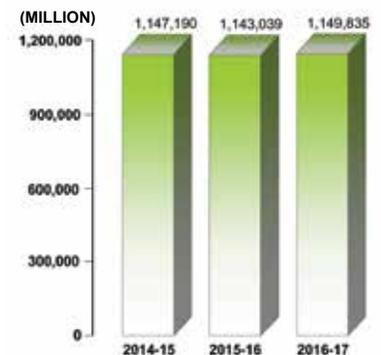
Ticketless Travel

During 2016-17, 21.64 lakh checks were conducted against ticketless/irregular travel (including carriage of unbooked luggage). About 265.95 lakh cases were detected and ₹992.13 crore were realized on this account.

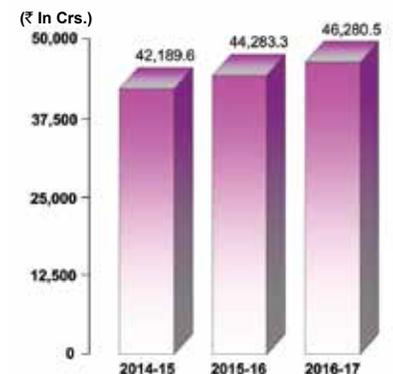
PASSENGER JOURNEYS (NUMBER)



PASSENGER KILOMETRES



PASSENGER EARNINGS





A view of Maharaja Express, Mayur Mahal Restaurant

Punctuality

The punctuality of Mail/Express trains (arriving at destinations on right time) during the year 2016-17 was 77% as per Integrated Coaching Management System (ICMS). This computer based on-line system was adopted from January 2009 for analyzing Punctuality Performance.

Unit Revenue

The average earning per passenger kilometer was 40.2 paise in 2016-17 as against 38.7 paise in 2015-16. Average revenue for different classes, was as follows:

	Earnings per passenger kilometer (paise)		Earnings per passenger journey (in ₹)	
	2015-16	2016-17	2015-16	2016-17
Suburban(all classes)	17.7	18.5	5.8	5.9
Non-Suburban:				
AC Ist Class \$	275.4	284.4	1,664.0	1,743.8
AC Sleeper	151.3	146.8	1,289.2	1,382.5
AC 3-Tier	120.7	128.1	998.8	1,039.8
Ist class	65.9	61.4	66.3	59.8
AC Chair Car	127.1	133.3	515.2	561.2
Sleeper Class:				
(i) Mail/Express	45.2	45.7	399.6	403.8
(ii) Ordinary	38.8	39.7	126.6	124.7
Second Class:				
(i) Mail/Express	28.3	29.0	99.3	100.5
(ii) Ordinary	19.9	20.7	23.5	26.0
Total Non-suburban	41.8	43.4	114.3	122.8

\$ includes Executive Class

During the year 2016-17, Indian Railways introduced new trains, extended the runs and increased the frequency of existing trains, as given below:

	Trains introduced	Runs extended	Frequency increased	Total
Non-suburban	227 trains	134 trains	18 trains	379
Suburban	2 trains	19 trains	6 trains	27
Total	229	153	24	406

Catering Services

New Catering Policy was issued on 27th February 2017 with the objective to provide quality food to rail passengers by unbundling of catering services on trains. IRCTC has been mandated to carry out the unbundling by creating a distinction primarily between food preparation and food distribution. In order to upgrade quality of food preparation IRCTC will take following steps: a) set up new kitchens and upgrade existing ones, b) to manage catering service on all mobile units, c) not to outrightly outsource or issue licenses for provision of catering services to private licensees, d) to retain the ownership and e) be fully accountable for all the issues pertaining to setting up and operation of the Base Kitchens and quality of food.



AC Retiring room at Secunderabad Railway Station, SCR

During the year 2016-17, Catering facilities were provided through:

Pairs of train with pantry car/mini pantries	—	360
Food Plazas/Fast Food units	—	224
Automatic Vending Machines	—	237
Jan Ahaar Units	—	50
Milk Stalls	—	972
Other static catering units	—	8,559
Book Stalls	—	1,016
Curio stalls	—	339
Exclusive Chemist Stalls	—	22
Bookstall cum chemist corner	—	15



ATVM established at Railway Station, NWR

Rail Tourism

Indian Railway is the prime mover in the country by connecting various tourist destinations across the country by rail. In addition, it has taken several initiatives to promote tourism in the country such as operation of tourist train / coach services on popular tourist circuits in different regions of the country, offering tour packages inclusive of rail travel, local transportation, accommodation, onboard services like catering, off board services such as conducted tours etc.

The important train/coach services offering package tours are (i) Luxury Tourist trains, (ii) Semi luxury trains (iii) Buddhist Special trains, (iv) Bharat Darshan trains, (v) Aastha Circuit trains, (vi) Value Added Tour Packages and (vii) Steam train.

Luxury Tourist trains

Indian Railway has been operating the luxury tourist train 'Palace on Wheels' since 1982, 4 more trains namely 'Deccan Odyssey', 'Golden Chariot', 'Royal Rajasthan on Wheels' and 'Maharajas' Express' on similar lines have been added over the years.

All these trains are fully air-conditioned and undertake usually one week voyage but also shorter trips. Each train is developed on different themes based on the culture and heritage of India. Each train takes care of modern amenities and comforts. The trains comprise saloons of different types, multi cuisine restaurants, lounge, Bar/Mini Bar, Gym, Spa, Conference room etc. On board facilities include individual temperature control, TV, Wifi internet, telephone, piped music, CCTV, Money changer, laundry etc. The facilities may slightly vary from train to train.

These trains operated on 18 different itineraries covering a number of major tourist attractions of the country on weekly trips or shorter duration trips during 2016-17. The trains offer all inclusive package covering transportation, accommodation, food, site seeing and other requirements during the trip, with individual attention. The trains are also available for charter trips on desired itineraries.

Details are available at the following websites:

1. www.railtourismindia.com or www.irctctourism.com (For Maharajas' Express)



Cab-way at Gorakhpur Railway Station, NER



Escalator facility at Secunderabad Railway Station, SCR

2. www.rtdc.in (For Palace on Wheels and Royal Rajasthan on Wheels)
3. www.maharashtratourism.com (For Deccan Odyssey)
4. www.goldenchariot.org (For Golden Chariot)

Semi Luxury Trains

In order to bridge the gap between the luxury and budget segment tourist train, IR, in association with IRCTC, introduced 'Semi Luxury train tours' during 2015-16. During FY 2016-17, circuits of this train operated are: Tiger Trail (covering Kanha & Bandhavgarh National Parks and Bhedaghat), Udaipur-City of Lakes (covering Mount Abu, Udaipur, Chittorgarh and Ajmer), Tiger Express (covering Udaipur, Chittorgarh and Sawai Madhopur) and Desert Circuit (covering Jaisalmer, Jodhpur and Jaipur). Details are available at the website www.railtourismindia.com.

Buddhist Special Train

The Buddhist Circuit Special Train (Mahaparinirvan Express) comprises of air conditioned coaches, offers an all inclusive 7 nights/8 days package covering major destinations related to the life of Lord Buddha and also includes hotel stay and local sightseeing. The itinerary starts from and terminates at New Delhi and covers Bodhgaya, Rajgir, Nalanda, Varanasi, Sarnath, Kushinagar, Lumbini, Sravasti and Agra. The itinerary is flexible and can be modified on group bookings. It operates from Delhi during September to April as per demand. Details are available at the website www.railtourismindia.com.

Bharat Darshan Trains

These are special trains, to enable common man to visit the places of Tourism/Religious/Historical importance in the country, at an affordable price. The packages include rail travel, meals, and sight-seeing at economical rates. The trains operate throughout the year on different itinerates decided from time to time, as per demand. Details are available at the website www.railtourismindia.com.

Aastha Circuit Trains

This train was announced in Rail Budget, 2016. IR in association with IRCTC launched this train during FY 2016-17 covering various pilgrim locations across the country. The tour package, priced between ₹800 and ₹900 a day (plus taxes) per passenger, includes rail and road travel, meals, sight-seeing, accommodation, insurance etc.

Steam Train

1855 built 'Fairy Queen' rolled again on February 1, 1997 from Delhi to Alwar. The steam engine is the oldest working engine in the world. The steam train service is being continued with another steam loco. It runs on every 2nd Saturday for a one-day trip from Delhi to Rewari and back during October/November–February/March every year. It offers One day all inclusive package besides one way journey with/without sightseeing.



Food being served in Gatimaan Express by IRCTC

Value Added Tour Packages

A number of Value Added Tour Packages, on the lines of tourist trains, are also available for smaller groups of passengers by utilizing accommodation on regular trains.

Indrail Passes

To explore the splendor of multi-faceted India, Indrail Passes provide excellent value for money and enhance the charm of holidays for visitors from abroad. It offers the visitors the facility of unrestricted travel over the entire Indian Railway system within the period of validity of the pass.

Indian Railway Catering & Tourism Corporation (IRCTC)

IRCTC, the tourism arm of IR, mostly through its tourism portal www.railtourismindia.com, provides one-stop solution to almost every passenger travel and tourism requirement—tourist trains/coaches, educational tours, rail/land based tour packages, charter trains/coaches, hill charters, cab rental, LTC schemes, inbound/outbound packages, hotel bookings, train/air bookings, corporate travel services etc.

Passenger Amenities

The allocation under the Plan Head “Passenger Amenities” in 2016-17 was ₹ 838.27 crore (Budget Estimate) and ₹1,920.66 crore (Revised Estimate).

1,253 stations have so far been identified for development under the Adarsh Station Scheme up to 31.12.16 out of which 1,038 stations have already been developed.

During the Year 2016-17, 154 stations were provided with water coolers, 81 stations were electrified.

Customer Care

Indian Railways is imparting training to staff which includes frontline staff with a view to improve their inter-personal skills and to equip them to deal with the rail customers in a better manner. This training will now be imparted at New Delhi, Howrah, Mumbai and Secunderabad in a decentralized manner. Accordingly, Northern, Eastern, Central and South Central Railways will conduct the Customer Care Training at these locations for other Zones also. The training aims at increasing the performance level of employees by sensitizing them to the needs of the customers. This also helps in improving the customer interface of Indian Railways.

(i) Passenger Reservation System (PRS)

Passenger Reservation System (PRS) is running at more than 3,422 locations, and is handling more than 3,000 trains. The locations include non-railhead centers. Computerized reservation terminals have been expanded in remote corners through India Post PRS centers (presently functional at 346 post offices) as well as non-railhead PRS facilities have been extended through State Government and local bodies. In addition, the facility of



High speed Wi-fi facility, SECR



Refurnished Rake of Secunderabad-Mumbai Devagiri Express, SCR



Catering stalls at Secunderabad Railway Station, SCR

e-ticket has been made available for all mail and express trains through IRCTC website. The progress of proliferation of PRS locations over the years is as indicated below:

No. of locations with PRS facility										
06-07	07-08	08-09	09-10	10-11	11-12	12-13	13-14	14-15	15-16	16-17
1,410	1,634	1,721	2,061	2,355	2,829	3,019	3,146	3,201	3,350	3,422

(ii) Unreserved Ticketing System (UTS)

A pilot project was sanctioned for Unreserved Ticketing System in 2002-03 and a nationwide project in 2003-04, UTS is now functioning at more than 5,979 locations on Indian Railways. This covers most of the important stations of IR. The progress of proliferation of locations over the previous years is as indicated below:

No. of locations with UTS facility										
06-07	07-08	08-09	09-10	10-11	11-12	12-13	13-14	14-15	15-16	16-17
828	1,251	2,101	3,614	4,739	5,256	5,619	5,778	5,835	5,860	5,979

(iii) Automatic Ticket Vending Machines(ATVMs)/Coin-cum-Card Operated Automatic Ticket Vending Machines (CoTVMs)

So far, about 3000 ATVMs and CoTVMs have been installed. Further more ATVMs are planned for implementation across all the Zonal Railways. The ATVMs facilitate purchase of unreserved tickets, platform tickets and recharging of season tickets by the passengers by way of touch screen facility. Thus, queuing at the counters is significantly reduced during the rush hours.

(iv) Mobile Ticketing on Indian Railways

IRCTC manages the website www.irctc.co.in for online booking of reserved tickets. About 62% of reserved tickets are now booked online on this website. Reserved tickets can also be booked on mobile application through Mobile Apps like Android & Window are available for booking reserved tickets.

Coaching Vehicles

LHB Coach:

Consequent upon the introduction of the first rake of indigenously designed LHB Coach in December 2003 and pursuant to the decision taken to convert more & more conventional coaches in LHB, 144 pairs of train services have till now been converted/inducted with LHB coaches including all the 21 pairs of Rajdhani Express trains and 22 pairs of Shatabdi Express trains. Conversion of the rakes of the remaining train services to LHB design is in progress.

Improvement in Facilities inside Passenger Coaches:

Provision of dustbins in all coaches:

It has been now decided to provide suitable dustbins below the outside wash basin or on the end wall in all newly manufactured coaches including non-AC sleeper and second class coaches. Retrofitment on existing coaches has also been taken up in a phased manner.



New line National Project under construction 4.9 km long Bagibeel Rail-cum-Road bridge over river Brahmaputra under Construction, NFR

Provision of mug and chain arrangement in all coaches:

Previously mug and chain arrangement was being provided only in the toilets of AC coaches. Recently instructions have been issued for provision of mug and chain arrangement in non-AC coaches as well.

Refurbishing of model rake to start Mahamana Express

Some of the special features of the Model Rake include: Modular Panels, superior material for panels, ergonomically designed ladders, aesthetically appealing toilet modules, large size mirrors, platform washbasin, controlled discharge water taps, odour control system, exhaust fans in toilets, dustbin inside the toilet, use of LED lighting to enhance illumination while minimizing energy consumption, Fire extinguisher in all coaches, provision of electrically operated chimney in Pantry Car and Stainless Steel panelling in Luggage Compartment are provided in this rake. This rake has received wide appreciation from public at large. To make the passenger experience better and the journey more comfortable, Indian Railway has planned to improve the interior of the coaches. New interiors with more pleasing colours, aesthetically designed fittings, panelling, improved toilets, etc. will be provided in the existing coaches by refurbishing them during Mid-Life-Rehabilitation.

One such rake is already running in New Delhi-Varanasi Mahamana Express and similar rakes will be further introduced in more trains. Two Mahamana Express from Bhopal-Khajuraho Mahamana Super fast and Vadodara-Varanasi Mahamana Express has been introduced during this year.

Proliferation of Automatic Fire and Smoke Detection System in Coaches.

A pilot project for field trial with Automatic Fire and Smoke Detection system was taken up in one rake of New Delhi-Bhubaneswar Rajdhani. Besides, one LHB rake in New Delhi-Jammu Tawi Rajdhani train and one rake of LHB AC Double Decker rake running between Kacheguda-Tirupati/Guntakal of South Central Railway have been provided with Automatic Fire and Smoke Detection system. The specifications have recently been revised with a view to interface the air brake system in the coaches with Fire and Smoke detection system for stoppage of trains in emergency situations. RSP sanction for provision of Automatic Fire and Smoke Detection System in 3,250 Coaches has been taken and work has been completed in more than 200 coaches. Also, instructions have been issued that all newly manufactured AC coaches shall be provided with Automatic Fire and Smoke Detection System by the Production Units (PUs).

Proposal for Integrated Solution for elderly and Disabled in Indian Railway Special Coach Design:

Indian Railways have manufactured about 3700 SLRD/SRD coaches which have a suitably designed compartment & toilet adapted to the needs of disabled/wheel chair borne passengers. In SLRD coaches, wider entrance



Mechanised laundry established in Jaipur Station, NWR



PNR Acomodation enquiry system, APDJ Station, NFR

door for wheel chair borne passengers, wider berths, wider compartments, space for provision of Wheel chair, larger lavatory and lavatory doors have been provided. Inside the toilets, additional grab rails on the side walls for support, wash basin and mirror at lower height have provided. It is endeavored to have at least one such coach in each Mail/Express train.

Further, the fully air conditioned Garib Rath trains have been provided with an Air conditioned disabled friendly compartment & toilets in the power cars.

Budget announced new trains:

Many Humsafar trains having additional amenities in the coaches have recently been introduced for providing comfortable Air-Conditioned III Tier travel. Humsafar coaches have GPS based Passenger information system, Passenger announcement system, dust bins in each bay, 4 lane coffee vending m/c, improved aesthetics, pleasing colour scheme, passenger announcement system, Closed-Circuit Television (CCTV) based surveillance system, Integrated Braille displays etc. 10 Rakes of Humsafar have been introduced during this year.

Also, Antyodaya and Deen Dayalu coaches for unreserved travel, having additional amenities in the coaches, have been introduced in service. These coaches have features such as cushioned luggage racks, drinking water dispenser, pleasing interior and exterior with anti-graffiti measures, enhanced number of mobile charging points, etc. 6 Rakes of Antyodaya trains have been introduced during this year.

Tejas trains having modern amenities as Ultra modern, Automatic entrance doors, Infotainment system (LCD Screens), Passengers Information display system (Electronic Reservation chart System), GPS based Passenger information system, Fire and Smoke detection system, Superior toilet fittings, Sealed vestibules, LED lights, CCTV, Aesthetically more pleasing colour scheme. One Mumbai CST-Karmali Tejas train is plying between Mumbai CST to Karmali, Goa from 24 May 2017.

Cleanliness and Hygiene:

- **Intensive mechanized cleaning of coaches**

Mechanized cleaning of coaches is being carried out in the coaching depots through professional agencies. Heavy duty machines such as high pressure jet cleaners, floor scrubbers, vacuum suction cleaners etc. are deployed for the purpose.

- **Clean Train Stations scheme**

'Clean Train Stations' Scheme is provided for limited mechanized cleaning attention to passing through trains during their halts at selected stations enroute. 39 such Clean Train Stations have been made operational by 31-03-2017.

- **On Board House Keeping Scheme (OBHS)**

On Board House Keeping Scheme (OBHS) has been prescribed in all

Rajdhani, Shatabdi, Duronto & other important long distance Mail/ Express trains for frequent cleaning of coach toilets, doorways, aisles & passenger compartments during the run of the trains. This scheme has been implemented on 864 pairs of trains till end of the year 2016-17. The scheme is further planned to be expanded to cover all long distance Mail/Express vestibule trains excluding purely overnight trains.

- **‘Clean my coach’/ ‘Coach Mitra’ service**

Clean My Coach’ service was introduced in 2016 in OBHS trains. . As per the scheme, for any cleaning requirement in the coach, passenger sends a Short Message Service (SMS) on a specified mobile number which is immediately acknowledged along with a code. A message is also sent by the server to the mobile number of On board Housekeeping Service (OBHS) staff travelling on the same train along with the details of the passenger such as coach number, berth number. OBHS staff contacts the passengers, carries out the cleaning work as per demand. Scope of ‘Clean My Coach’ has been extended to provide ‘Coach Mitra’ service in about 140 pairs of trains till March 2017 for providing single window assistance to train passengers regarding cleanliness, linen, disinfestations, watering and petty repair.

- **Setting up of mechanized laundry for washing of Linen:**

To improve upon the quality of washing of linen supplied to the passengers in trains, Indian Railways have identified 71 major coaching depot locations for setting up of mechanized laundries. 49 such laundries have been commissioned by the year 2016-17. Action is underway for setting up laundries at other identified coaching depots.

- **In addition, following steps have been taken to maintain Cleanliness at Stations:**

- i) Provision of Integrated Housekeeping Contracts at major stations.
- ii) Enforcement of Indian Railways (Penalties for activities affecting cleanliness at railway premises) Rules, 2012 has been intensified.
- iii) Use of CCTVs is being extended for monitoring cleanliness work at major Stations.
- iv) Third party Survey of passenger perception on Cleanliness standards of 407 major railway stations completed in 2016.
- v) Social/Charitable Organization/NGOs have also been associated in periodic cleanliness/awareness drives at about 70 railway stations.
- vi) Railways have taken up a pilot project for disposal of Municipal Solid Waste (MSW) being generated at major railway terminals in an environment friendly manner including segregation of waste and conversion of bio-degradable waste to energy (bio-methanation).

Mass Rapid Transit System for Metropolitan Cities

The various MRTS projects in different metropolitan cities have been summarised below:

S. No.	Section	Kms.	Latest cost (₹ in Cr.)	Year of sanction	Year of completion	Sharing ratio
Kolkata :						
1.	Extension between Noapara-Netaji Subhash Chandra Bose Airport (6.40 km), *Dum Dum-Noapara (2.54 km) and Noapara-Baranagar (1.93 km)	10.87	595.89	2009-10	Not fixed#	Railway 100%
2.	Noapara-Barasat via Bimanbandar	18.00	3,159.59	2010-11	Not fixed#	Railway 100%
3.	Baranagar-Barrackpore & Dakshineswar	14.50	2,069.60	2010-11	Not fixed#	Railway 100%
4.	NSCB Airport-New Garia via Rajarhat	32.00	4,259.50	2010-11	Not fixed#	Railway 100%
5.	Joka-Binay Badal Dinesh Bagh via Majerhat including Joka-Diamond Park Phase-I.	18.72	2,913.50	2010-11 & 2012-13	Not fixed#	Railway 100%
6.	Circular Railway including Extension from Remount Road to Santoshpur via Garden Reach (8.80 km).	8.80	268.52	2010-11	Not fixed#	Railway 100%
7.	East-West Metro corridor, Kolkata from Howrah - Salt lake-Maidan	14.67	8,996.96	2012-13	2019-20	74:26 (Rly. MoUD)
Mumbai :						
1.	Belapur-Seawood-Uran	27.00	1,781.98	1996-97	Not fixed#	1:2 (Rly. CIDCO)
2.	Mumbai Urban Transport Project (MUTP) Ph.-II	63.89	8,579.46	2008-09	2020-21	1:1 (Rly. GoM)
3.	Running of 12 car trains on Harbour lines	-	714.10	2012-13	2016-17	1:1 (Rly. GoM)
4.	Mumbai Urban Transport Project (MUTP) Phase III.	94.00	10,947.00	2016-17	2021-22	46:54 (Rly. GoM)
Chennai :						
1.	Extension of MRTS Phase-II from Velachery to St. Thomas Mount	5.00	495.74	2006-07	Not fixed#	1:2 (Rly. GoTN)
Hyderabad/Secunderabad:						
1.	Hyderabad/ Secunderabad Multi Model Transport System (MMTS) Phase-II	101.05	816.55	2012-13	2017-18	1:2 (Rly. GoTelengana)
*Dum Dum-Noapara has been completed on 10.07.2013						
#Target not fixed due to non availability of land						