



“Citizen Inputs for Railway Budget 2015-16”

Collective inputs from 80,000 Citizens in Make Railways Better Citizen Community

1. Top priority should be given to significantly improving Cleanliness and Hygiene of Toilets, Pantry Car, Rail Coaches, Tracks and Railway Stations
2. Provisions for passenger safety should be upgraded in trains and on the platforms
3. Funds should be allocated for upgrading safety- staff augmentation/training needed for Railway Police Force/TTE in regards to passenger safety
4. Ways to prevent entry of unauthorized persons on the station and in reserved compartments must be developed and implemented with immediate effect
5. Electronic surveillance should be increased on stations and inside trains. State of the art scanning systems should also be installed at stations
6. Anti-Collision devices should be installed in trains to prevent fatal accidents
7. Railway ticket booking system should be improved; system and server services should be upgraded to the latest technology
8. Process should be made easier for passengers to book tickets, agents should be eliminated and TTE/Counter discretion minimized for last minute cancellations
9. Emergency/VIP quota should be reduced by 50% and it should be accessible for genuine needs of citizens
10. Railways must work on improving tracking of Free Travel Passes issued to its employees
11. An effective citizen helpline (accessible via voice, SMS, web) for train status and safety/security complaints should be instituted and maintained
12. A SMS/app based journey notification with train delay and destination arrival alerts
13. On time performance of the trains should be improved through process/technology
14. Platform tickets should be made compulsory and available through online printing/vending machines
15. Provide one time validation for concession in case of People with Special Needs so they can avail it through etickets via a tracking number
16. Improve responsiveness in cases of critical Women/Child Safety threats by sending Help Needed notification SMS to fellow travellers in the coach of the event and two neighbouring coaches. Enable community policing through this virtual local circle.
17. Distribute biodegradable bags (blanket bag reuse) to every passenger for their garbage disposal which is collected by on-board cleaning personnel twice a day.
18. Consider 50% cancellation refund in Tatkal to drive revenue/service/availability improvement and reduction in TTE discretion/corruption
19. Strengthen catering system to deliver hygienic food and service in trains
20. Modernization of stations needed in terms of facilities, amenities (better water, meal), luggage and passenger management, accessibility for disabled, parking, etc.
21. Number of 2nd and 3rd AC coaches should be increased to keep up with demand
22. Fares must be lowered if additional services are not being introduced
23. Bullet trains should be introduced and the speed of the existing trains should be increased
24. Free wi-fi facility should be provided at stations

This list is prepared from the responses received in the 75,000 strong Make Railways Better Citizens' Online Community on LocalCircles, about what should be the top priorities for the Railway Budget 2015-2016.