

Passenger Business

Indian Railways is a commonly used mode of public transportation in the country. During 2012-13, it carried 8,421 million passengers as against 8,224 million in 2011-12 thus registering a volume growth of 2.40%. Passenger kilometres, which is calculated by multiplying the number of journeys by mean kilometric distance was 1,098 billion, up by 4.87% from 1,047 billion in the previous year. Passenger earnings also increased by ₹3,076.41 crore (10.89%) in comparison with 2011-12.

The trend of passenger traffic since 1950-51 is shown below:

Table I. Number of Passengers Originating

Year	Suburban (All classes)	Non suburban					(in millions)	
		Second Class				Total Non- subur- ban	Grand Total	
		Upper class	Mail/ Exp.#	Ordinary	Total			
1950-51	412	25	52	795	847	872	1,284	
1960-61	680	15	96	803	899	914	1,594	
1970-71	1,219	16	155	1,041	1,196	1,212	2,431	
1980-81	2,000	11	260	1,342	1,602	1,613	3,613	
1990-91	2,259	19	357	1,223	1,580	1,599	3,858	
2000-01	2,861	40	472	1,460	1,932	1,972	4,833	
2009-10	3,876	86	983	2,301	3,284	3,370	7,246	
2010-11	4,061	100	1,046	2,444	3,490	3,590	7,651	
2011-12	4,377	112	1,188	2,547	3,735	3,847	8,224	
2012-13	4,477	126	1,303	2,515	3,818	3,944	8,421	

Also includes Sleeper Class

Table II. Passenger Kilometres

Year	Suburban (All classes)	Non suburban					(in millions)	
		Second Class				Total Non- subur- ban	Grand Total	
		Upper Class	Mail/ Exp.#	Ordinary	Total			
1950-51	6,551	3,790	12,537	43,639	56,176	59,966	66,517	
1960-61	11,770	3,454	22,251	40,190	62,441	65,895	77,665	
1970-71	22,984	4,394	37,856	52,886	90,742	95,136	118,120	
1980-81	41,086	5,140	86,712	75,620	162,332	167,472	208,558	
1990-91	59,578	8,712	138,054	89,300	227,354	236,066	295,644	
2000-01	88,872	26,315	222,568	119,267	341,835	368,150	457,022	
2009-10	130,917	55,182	463,321	254,045	717,366	772,548	903,465	
2010-11	137,127	62,203	500,631	278,547	779,178	841,381	978,508	
2011-12	144,057	72,148	548,861	281,456	830,317	902,465	1,046,522	
2012-13	145,654	82,674	587,785	281,990	869,775	952,449	1,098,103	

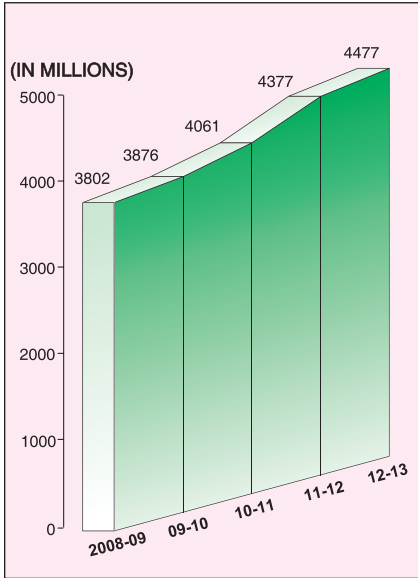
Also includes Sleeper Class.

Table III. Average Lead

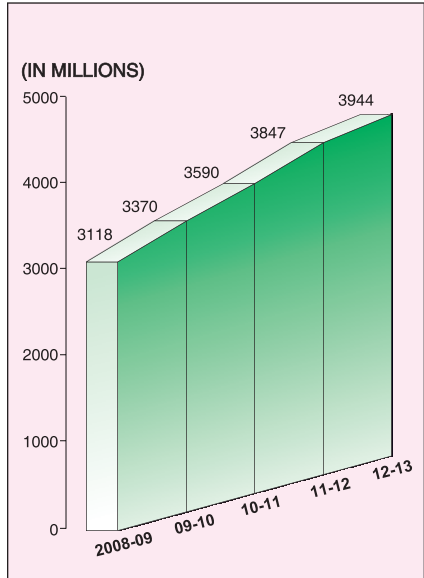
Year	Suburban (All classes)	Non suburban					(in Kms.)	
		Second Class				Total Non- subur- ban	Grand Total	
		Upper Class	Mail/ Exp.#	Ordinary	Total			
1950-51	15.9	151.6	241.1	54.9	66.3	68.8	51.8	
1960-61	17.3	203.3	232.4	50.0	69.5	72.1	48.7	
1970-71	18.9	274.6	244.2	50.8	75.9	78.5	48.6	
1980-81	20.5	484.0	333.3	56.4	101.3	103.9	57.7	
1990-91	26.4	462.8	386.5	73.0	143.9	147.6	76.6	
2000-01	31.1	659.3	471.3	81.7	176.9	186.7	94.6	
2009-10	33.8	639.0	471.3	110.4	218.4	229.2	124.7	
2010-11	33.8	623.1	478.5	114.0	223.2	234.4	127.9	
2011-12	32.9	641.6	462.3	110.5	222.3	234.6	127.2	
2012-13	32.5	657.8	451.1	112.1	227.8	241.5	130.4	

#Also includes Sleeper Class.

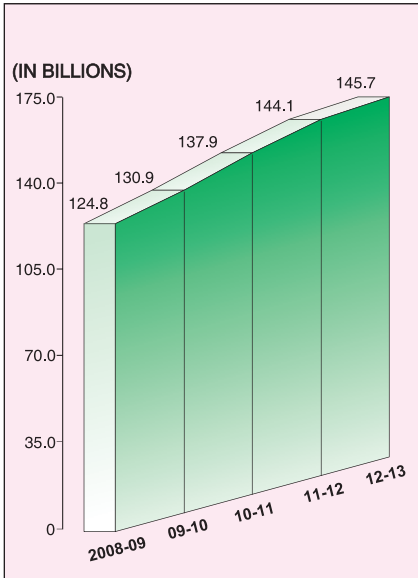
**PASSENGERS ORIGINATING
SUBURBAN**



**PASSENGERS ORIGINATING
NON-SUBURBAN**



**PASSENGER KILOMETRES
SUBURBAN**



**PASSENGER KILOMETRES
NON-SUBURBAN**

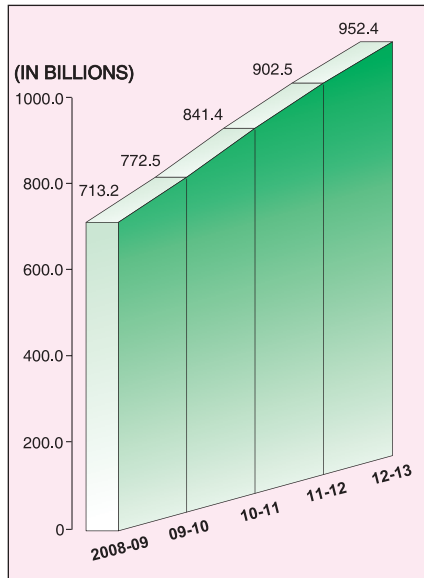


Table IV. Proportion to total traffic-No. of Passengers(Percentage)

	1960-61	1970-71	1980-81	1990-91	2000-01	2011-12	2012-13
Non-Suburban:							
Second Class Ordinary	50.38	42.82	37.14	31.70	30.20	30.97	29.87
Second Class Mail/Express#	6.02	6.38	7.20	9.26	9.77	14.44	15.48
Upper Class	0.94	0.66	0.30	0.49	0.83	1.36	1.49
Total	57.34	49.86	44.64	41.45	40.80	46.77	46.84
Suburban(all classes)	42.66	50.14	55.36	58.55	59.20	53.23	53.16
Grand Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00

#Also includes Sleeper Class.

Table V. Proportion to total traffic –Passenger Kms. (Percentage)

	1960-61	1970-71	1980-81	1990-91	2000-01	2011-12	2012-13
Non-Suburban:							
Second Class Ordinary	51.75	44.77	36.26	30.20	26.10	26.89	25.68
Second Class Mail/Express#	28.65	32.05	41.58	46.70	48.70	52.45	53.53
Upper Class	4.45	3.72	2.46	2.95	5.75	6.89	7.53
Total	84.85	80.54	80.30	79.85	80.55	86.23	86.74
Suburban (all classes)	15.15	19.46	19.70	20.15	19.45	13.77	13.26
Grand Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00

Also includes Sleeper Class.

Table VI. Number of passenger trains run daily

Type of trains	Broad Gauge		Metre Gauge		Total (incl.NG)	
	2011-12	2012-13	2011-12	2012-13	2011-12	2012-13
EMU	4,644	4,728	0	0	4,644	4,728
Mail/Express	3,042	3,187	29	26	3,071	3,213
Ordinary Passenger Trains and Mixed Trains	4,172	4,201	311	339	4,620	4,676
Total	11,858	12,116	340	365	12,335	12,617

Table VII. Overall average speed including halts (kms. /hr.)

Type of trains	Broad Gauge		Metre Gauge	
	2011-12	2012-13	2011-12	2012-13
EMU	40.5	40.7	-	-
Mail/Express	50.3	50.4	30.2	29.6
Ordinary Passenger Trains (incl. mixed)	36.2	36.1	26.2	26.0

Note: All figures shown in the above tables (I-VII) are including of Metro Railway, Kolkata.

Thus, it may be seen that:

- (i) Over the years there has been a steady increase in passenger traffic output in terms of number of passengers and passenger kilometres.
- (ii) Since 1950-51, passengers originating have increased by 556 % and passenger Kms. by 1,551%.
- (iii) Suburban and Mail/Express traffic have shown a higher rate of growth since 1950-51 than the overall average.

Passenger Revenue:

Passenger earnings in 2012-13 were ₹ 31,322.84 crore. This was ₹3,076.41 (10.89%) higher than the earnings in 2011-12. Suburban traffic contributed 6.42% to the total earnings. The remaining 93.58% came from non-suburban passengers. Earnings from Second and Sleeper Class Mail/Express passengers comprised 51.54% of the total passenger earnings.

Passenger revenue in terms of earnings per passenger kilometres for different classes during 2011-12 and 2012-13 were as under:

Segment	(in paise)	
	2011-12	2012-13
Non-suburban:		
Upper class	108.83	109.67
Second Class-Mail/Express (incl. sleeper class)	26.53	27.47
Second Class-Ordinary	13.89	14.54
Non-suburban (all classes)	29.17	30.78
Suburban(all classes)	13.37	13.80
Overall average	26.99	28.52

Passenger revenue in different classes with corresponding number of passengers and passenger Kms. in 2012-13 is given below:

Segment	No. of passengers		Passenger Kms.		Revenue	
	Million	Percentage	Million	Percentage	₹in cr.	Percentage
Non-suburban:						
Upper Class	126	1.50	82,674	7.53	9,067.24	28.95
Second Class Mail/ Express#	1,303	15.47	587,785	53.53	16,144.30	51.54
Second Class Ordinary	2,515	29.87	281,990	25.68	4,100.86	13.09
Total	3,944	46.84	952,449	86.74	29,312.40	93.58
Suburban (all classes)	4,477	53.16	145,654	13.26	2,010.44	6.42
Grand Total	8,421	100.00	1,098,103	100.00	31,322.84	100.00
#Also includes Sleeper Class.						

Passenger Services:

Train kilometres and vehicle kilometres along with density of traffic for some selected year were:

Year	Suburban (EMU)		Non-suburban		Train Kms. per running track km. per day	
	Train Kms. (Million)	Vehicle Kms. (Million)	Train Kms. + (Million)	Vehicle Kms. @ (Million)	Suburban (EMU)	Non-suburban +
1950-51	9.28	119.8	154	2,678	27.9	7.1
1960-61	14.05	196.8	190	3,594	28.7	8.2
1970-71	23.05	369.4	225	4,636	30.1	8.6
1980-81	35.55	601.5	258	5,582	36.6	9.7
1990-91	48.37	840.7	316	7,739	40.0	11.5
2000-01	56.04	1,029.5	397	11,035	47.1	13.8
2009-10	69.03	1,342.8	556	17,335	43.8	18.4
2010-11	73.25	1,438.5	582	18,207	46.7	19.2
2011-12	76.14	1,479.3	605	19,340	46.4	19.4
2012-13	78.53	1,651.8	626	20,595	42.7	20.4
@ Includes Mainline EMUs, DEMUs, DHMUs and suburban services other than EMU but excluding Rail Cars/Bus and Departmental.						
+ Excludes Departmental but includes Rail Cars/Bus, MEMU, DEMU and DHMU services.						

Passenger Service Improvements:

During the year 2012-13, Indian Railways introduced, extended the runs and increased the frequency of many trains, as given below:

	Trains introduced	Runs extended	Frequency increased	Total
Non-suburban	236 (Single) incl. 34 MEMU/DEMU	99 (Single) incl. 14 MEMU/DEMU	38 trains (single) incl. 6 DEMU	373
Suburban	130(Single)	25(Single)	2 (Single)	157
Total	366	124	40	530

Ticketless Travel:

During 2012-13, 17.87 lakh checks were conducted against ticketless/irregular travel (including carriage of unbooked luggage). About 199.80 lakh cases were detected and ₹ 622.47 crore realized on this account.

Passenger Amenities:

The allocation under the Plan Head “Passenger Amenities” in 2012-13 was ₹ 1,102.40 crore (Budget Estimate) and ₹ 767.85 crore (Revised Estimate).



Illuminated Platform Bhubaneswar Station, East Coast Railway

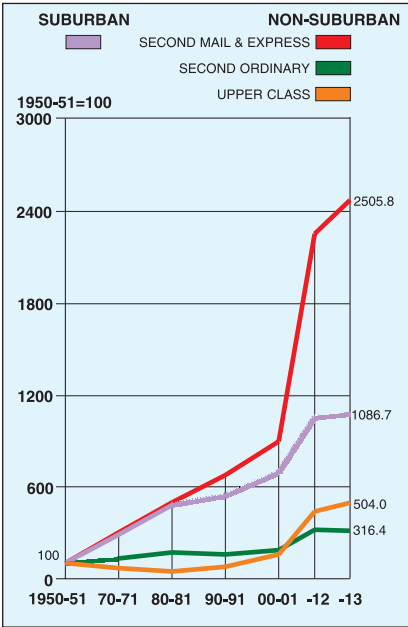
During the year 2012-13, 72 more stations have been identified for development under the Adarsh Stations Scheme. With this, the total number of stations identified for development under this scheme works out to be 1,052 out of which 734 stations have been developed.

During the year, 85 stations were provided with water coolers, 46 stations were electrified, passenger lifts were provided at 5 stations and passenger escalators were provided at 14 stations.

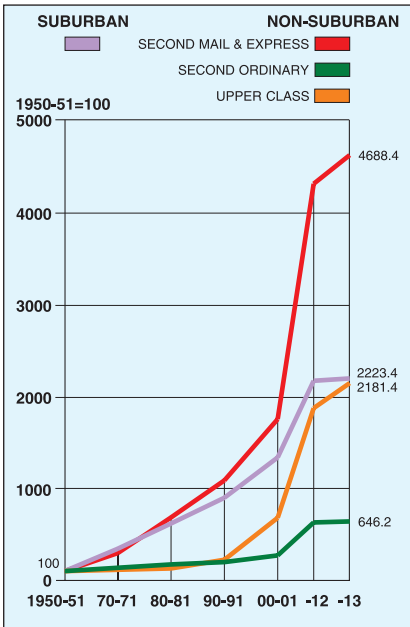
Passenger Reservation System (PRS):

During 2012-13, 190 computerized reservation offices were opened. As on 31st March, 2013, there were 3,019 locations over IR where Passenger Reservation System (PRS) was functional. Some of the above locations are dual purpose Passenger Reservation System-cum-Unreserved Ticketing System (PRS-cum-UTS). Computerized Unreserved Ticketing System (UTS) was opened at 416 locations during 2012-13 taking the tally

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to 5,675. The facility of Computerized Passenger Reservation System (PRS) is available at 95 locations in the North Eastern Region. All State Capitals of NE Region are on PRS network.

Railway User Amenities:

Railway Users' Consultative Committees at different levels provide opportunities for formal consultations between the management and the rail users with a view to improve services for rail users. Zonal Railway Users' Consultative Committees (ZRUCCs) Divisional Railway Users' Consultative Committees (DRUCCs) and Konkan Railway Users' Consultative Committee (KRUCC), Metro Railway Users' Consultative Committees (MRUCC), Suburban Railway Users' Consultative Committee and Station Consultative Committees at important stations provide useful inputs to Railway administration.

DRUCCs, ZRUCCs, KRUCC & MRUCC have been reconstituted for two years term w.e.f. 1.03.2013 to 28.02.2015.

LHB Coach:

Following the introduction of the first rake of indigenously designed LHB coach in December 2003, 18 Rajdhani and 15 Shatabdi Express trains with conventional ICF design coaches have been since converted to LHB design. Conversion of the remaining Rajdhani/Shatabdi rakes to LHB design is in progress.

Coach Upkeep:

698 old coaches were given mid-life rehabilitation and 897 coaches were refurbished which brought substantial improvement in the condition of flooring, toilets and other passenger amenities.

Clean Train Station Scheme:

To bring about improvement in en-route cleaning of trains, 'Clean Train Station' Scheme was launched to provide mechanized cleaning attention to passing through trains during their halts at selected stations. 33 such Clean Train Stations have been made operational so far.

On Board House Keeping Service:

'On Board House Keeping Service' scheme has also been launched by the Railways in about 393 Mail/Express trains to carry out frequent on board cleaning of Mail/Express coaches through professional agencies.

Development of Crashworthy Coaches:

To improve upon the standards of safety, a 'crashworthy' ICF coach design in conjunction with a Centre Buffer Coupler (CBC) was evolved. A total of about 530 such crashworthy ICF coach design have been manufactured so far. LHB AC Double Decker coaches introduced first time on Indian Railway have been provided with crashworthy features.

On similar lines, principal design for a crashworthy LHB coach shell has been developed and one coach shell manufactured. Crash test for design validation on this coach has been completed at RDSO.

Provision of Automatic Fire and Smoke Detection System On Pilot Basis:

Pilot Trial for comprehensive Fire and Smoke Detection System on pilot basis were conducted on one rake of New Delhi-Bhubaneswar Rajdhani (LHB), beginning 27.03.2010 and completed on 26.09.2011. The system is still functional in the same rake. Based on the feedback from the field trial, RDSO revised technical specification. Extended field trials as per revised technical specification are planned to be carried out on 750 numbers of coaches (30 rakes). RCF has installed this system (as per old specification) on one more LHB rake presently running in New Delhi-Jammu Tawi Rajdhani. Procurement as per new specification is under process at RCF.

Air Conditioned Double Decker Coaches:

One rake of LHB-FIAT design has been inducted by Eastern Railway on Howrah Dhanbad route on 1.10.2011. Recently improved design double-decker rakes have been introduced between Jaipur-Delhi, Mumbai-Ahmedabad and Bangalore-Chennai.

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 63 major coaching depot locations for setting up of mechanized laundries. 28 such laundries have been commissioned so far. Action is underway for commissioning laundries at other identified coaching depots.

Catering Services:

A new Catering Policy 2010 has been issued on 21.07.2010 which has revised the role of agency for management of catering services on IR. IRCTC would continue to be a service provider to the IR and shall be responsible for managing the premium and high end outlets like Food Plazas, Food Courts and Fast Food Units including institutional catering outside the Railways.

During 2012-13, catering facilities were provided through approximately 10,149 static catering units and through pantry cars/mini pantries in 306 pairs of trains, and through train side vending in 150 trains. The total number of departmental catering units under Zonal Railways are 352 and those under IRCTC are 215. The total number of private licensees operated catering units under Zonal Railways are 9,903 and those under IRCTC are 135 units.

During the year, 117 Food Plazas/Fast Food Units/Food Courts and 620 Automatic Vending Machines were also functional over railway stations. To provide low cost affordable food including regional cuisine and economy combo meals to general passengers, 51 Jan Ahaar outlets were also functional over IR.

The sales turnover of departmental catering units during the year rose to ₹271.83 crore from ₹250.11 crore in the previous year

and licence fees realized from the catering/vending contractors was ₹229.77 crore in 2012-13 against ₹220.54 crore in 2011-12.

Mass Rapid Transit System for Metropolitan Cities:

The various MRTS projects in different metropolitan cities have been summarized below in tabular form:-

S. No	Section	Kms.	Anticipated cost (₹in crore)	Year of sanction	Year of completion	Sharing ratio
Metro Railway, Kolkata:						
1	Noapara-Netaji Subhas Chandra Bose Airport (M.M.)	6.40	184.83	2009-10	2013-14	Railway
2.	Dum Dum-Noapara-Baranagar (M.M.)**	5.20	411.06	2009-10	2015-16	Railway
3.	Noapara-Barasat via Bimanbandar	18.00	2,397.72	2010-11	2015-16	Railway
4.	Baranagar- arrackpore & Dakshineswar	14.50	2,069.60	2010-11	2015-16	Railway
5.	Netaji Subhas handra Bose Airport-New Garia via Rajarhat	32.00	3,161.58	2010-11	2015-16	Railway
6.	Joka-Binay Badal Dinesh Bagh via Majerhat including Joka-Diamond Park Phase-I (MM)	18.72	2,913.51	2010-11	2015-16	Railway
7.	East-West Metro corridor, Kolkata from Howrah-Salt lake-Maidan	14.67	4,874.58	2013-14	2016-17	Not decided
8.	Circular Railway including Extension from Remount Road to Santoshpur via Garden Reach (M.M.)	8.80 (47.98)	573.78	2010-11	Not fixed	Railway
Mumbai						
1.	Belapur-Seawood-Uran	27.00	1814.48 (under sanction)	1996-97	Not fixed	1:2 (Railway & CIDCO)
2.	Mumbai Urban Transport Project (MUTP)-II	59.40	6220.15	2008-09	2015-16	1:1 (Railway & State Government)
3.	Running of 12 car trains on Harbour lines	-	714.10	2012-13	2015-16	1:1 (Railway & State Government)
Chennai						
1.	Extension of Mass Rapid Transit System Phase-II from Velachery to St. Thomas Mount	5.00	495.74	2006-07	2013-14	1:2 (Railway & State Government)
Hyderabad/Secunderabad						
1.	Hyderabad/Secunderabad Multi Model Transport System (MMTS) Phase-II	101.05	641.10	2012-13	2015-16	1:2 (Railway & State Government)
** DUM DUM-Noapara (2.60 Kms.) at a cost of ₹ 182.24 crore has been completed on 10.07.2013.						