

Passenger Business

Indian Railways is a commonly used mode of public transportation in the country. During 2014-15, it carried 8,224 million passengers as against 8,397 million in 2013-14 which is 173 million passengers carried less than over last year. Passenger kilometres, which is calculated by multiplying the number of journeys by mean kilometric distance of each class was 1,147 billion, up by 0.61% from 1,140 billion in the previous year. Passenger earnings also increased by ₹ 5,657.35 crore (15.45%) in comparison with 2013-14 .

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

Table I. Number of Passengers Originating

Year	Suburban (All classes)	Non suburban				Total Non- suburban	Grand Total
		(in millions)					
		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
2010-11	4,061	100	1,046	2,444	3,490	3,590	7,651
2012-13	4,477	126	1,303	2,515	3,818	3,944	8,421
2013-14	4,552	126	1,306	2,413	3,719	3,845	8,397
2014-15	4,505	138	1,277	2,304	3,580	3,719	8,224

Also includes Sleeper Class

Table II. Passenger Kilometres

Year	Suburban (All classes)	Non suburban				Total Non- suburban	Grand Total
		Second Class					
		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
2010-11	137,127	62,203	500,631	278,547	779,178	841,381	978,508
2012-13	145,654	82,624	587,885	281,990	869,325	952,449	1,098,103
2013-14	150,259*	89,117	612,475	288,561	901,036	990,153	1,140,412*
2014-15	151,775	101,215	614,686	279,514	894,200	995,415	1,147,190

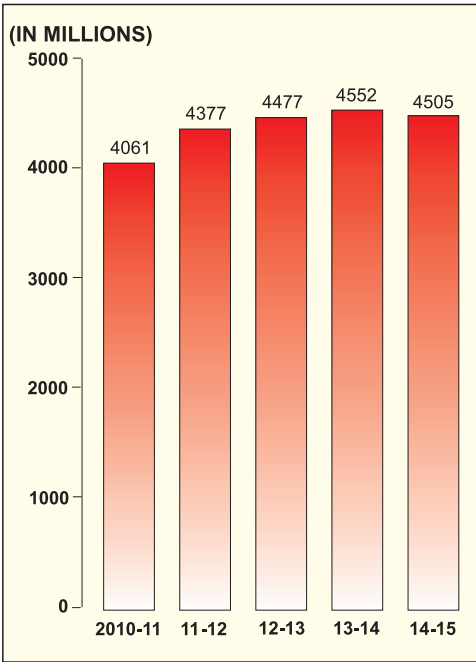
Also includes Sleeper Class. * revised

Table III. Average Lead

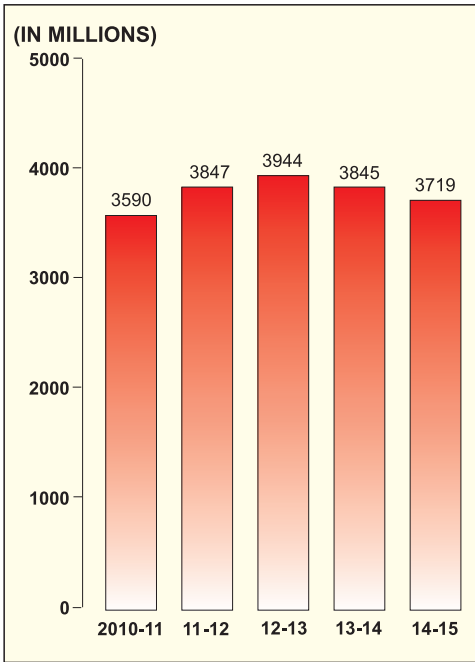
Year	Suburban (All classes)	Non suburban				Total Non- suburban	Grand Total
		Second Class					
		Upper Class	Mail/ Exp.#	Ordinary	Total		
1950-51	15.9	151.6	241.1	54.9	66.3	68.8	51.8
1960-61	17.3	203.3	232.4	50.0	69.5	72.1	48.7
1970-71	18.9	274.6	244.2	50.8	75.9	78.5	48.6
1980-81	20.5	484.0	333.3	56.4	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
2010-11	33.8	623.1	478.5	114.0	223.2	234.4	127.9
2012-13	32.5	657.4	451.1	112.1	227.8	241.5	130.4
2013-14	33.0*	706.0	469.1	119.6	242.3	257.5	135.8*
2014-15	33.7	731.9	481.6	121.3	249.7	267.7	139.5

#Also includes Sleeper Class. * revised

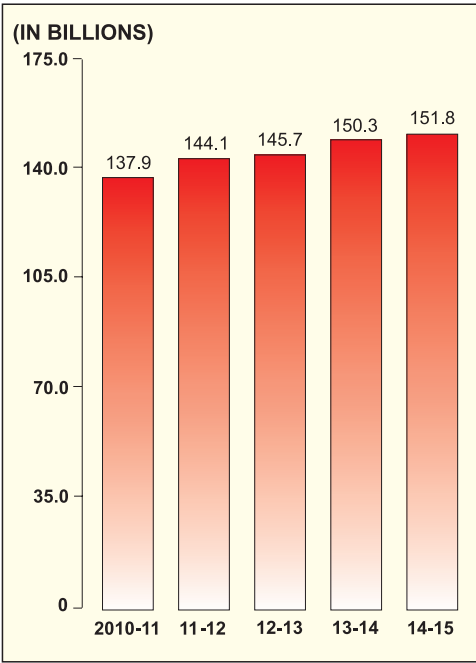
**PASSENGERS ORIGINATING
SUBURBAN**



**PASSENGERS ORIGINATING
NON-SUBURBAN**



**PASSENGER KILOMETRES
SUBURBAN**



**PASSENGER KILOMETRES
NON-SUBURBAN**

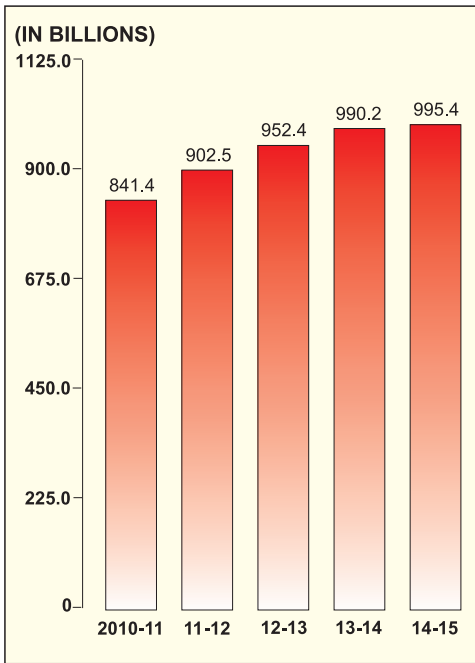


Table IV. Proportion to total traffic-No. of Passengers(Percentage)

	1960-61	1970-71	1980-81	1990-91	2000-01	2010-11	2013-14	2014-15
Non-Suburban:								
Second Class Ordinary	50.38	42.82	37.14	31.70	30.20	31.95	28.74	28.02
Second Class Mail/Express#	6.02	6.38	7.20	9.26	9.77	13.67	15.55	15.52
Upper Class	0.94	0.66	0.30	0.49	0.83	1.30	1.50	1.68
Total	57.34	49.86	44.64	41.45	40.80	46.92	45.79	45.22
Suburban (all classes)								
Grand Total	100.00	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	2010-11	2013-14	2014-15
Non-Suburban:								
Second Class Ordinary	51.75	44.77	36.26	30.20	26.10	28.47	24.30	24.37
Second Class Mail/Express#	28.65	32.05	41.58	46.70	48.70	51.16	53.71	53.58
Upper Class	4.45	3.72	2.46	2.95	5.75	6.36	7.81	8.82
Total	84.85	80.54	80.30	79.85	80.55	85.99	86.82	86.77
Suburban (all classes)								
Grand Total	100.00	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)	
	2013-14	2014-15	2013-14	2014-15	2013-14	2014-15
EMU	4887	5009	0	0	4887	5009
Mail/Express	3213	3362	27	25	3240	3387
Ordinary Passenger Trains and Mixed Trains	4143	4298	284	270	4563	4702
Total	12243	12669	311	295	12690	13098

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

Type of trains	Broad Gauge		Metre Gauge	
	2013-14	2014-15	2013-14	2014-15
EMU	44.8	45.3	-	-
Mail/Express	50.4	50.8	28.6	28.7
Ordinary Passenger Trains (incl. mixed)	36.1	36.1	26.0	25.4

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

Passenger Revenue

Passenger earnings in 2014-15 were ₹ 42,189.60 crore. This was ₹ 5,657.35 (15.45%) crore higher than the earnings in 2013-14. Suburban traffic contributed 5.91% to the total earnings. The remaining 94.09% came from non-suburban passengers. Earnings from Second and Sleeper Class Mail/Express passengers comprised 50.97% of the total passenger earnings.

Passenger revenue in terms of earnings per passenger kilometre for different classes during 2013-14 and 2014-15 was as under:

Segment	2013-14	(in paise)
		2014-15
Non-suburban:		
Upper class	118.14	126.25
Second Class-Mail/Express (incl. sleeper class)	30.65	34.98
Second Class-Ordinary	17.22	19.37
Non-suburban (all classes)	34.61	39.88
Suburban(all classes)	15.05	16.43
Overall average	32.03	36.78

Passenger revenue in different classes with corresponding number of passengers and Passenger Kms. in 2014-15 is given below:

Segment	No. of passengers		Passenger kms.		Revenue	
	Million	Percentage	Million	Percentage	₹ in cr.	Percentage
Non-suburban:						
Upper Class	138	1.68	101,215	8.82	12,778.77	30.29
Second Class Mail/Express#	1,277	15.52	614,686	53.58	21,502.44	50.97
Second Class Ordinary	2,304	28.02	297,514	24.37	5,415.17	12.84
Total	3,719	45.21	995,415	86.77	39,696.38	94.09
Suburban (all classes)	4,505	54.79	151,775	13.23	2,493.22	5.91
Grand Total	8,224	100.00	1,147,190	100.00	42,189.61	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
2010-11	73.25	1,438.5	582	18,207	46.7	19.2
2012-13	78.53	1,740	626	20,595	42.7	20.4
2013-14	81.77	1,824	652	21,718	44.6	21.0
2014-15	85.81	1,942	674	22,860	45.8	21.6

@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 2014-15, Indian Railways introduced new trains extended the runs and increased the frequency of existing trains, as given below:

	Train introduced	Runs extended	Frequency increased	Total
Non-suburban	232 (single) Incl. 40 MEMU/DEMU	59 (single) Incl. 16 MEMU/DEMU	22 trains (single)	313
Suburban	6 (single)	6 (single)	–	12
Total	238	65	22	325

Ticketless Travel:

During 2014-15, 23.19 lakh checks were conducted against ticketless/irregular travel (including carriage of unbooked luggage). About 229.66 lakh cases were detected and ₹ 809.17 crore realized on this account.

Passenger Amenities:

The allocation under the Plan Head “Passenger Amenities” in 2014-15 was ₹1038.20 crore (Budget Estimate) and ₹ 1049.91 crore (Revised Estimate).

During the year 2014-15, 1,252 stations have far been identified for development under the Adarsh Stations Scheme upto 31.12.2015, out of which 962 stations have already been developed.

During the year, 357 stations were provided with water coolers, 122 stations were electrified and 8 passenger lifts and 43 escalators were provided at 3 and 27 stations, respectively.

Passenger Reservation System (PRS):

Information Technology continued to be the focus area for improvement in passenger Services and efficiency in Train Operations. During 2014-15, following activities were undertaken:

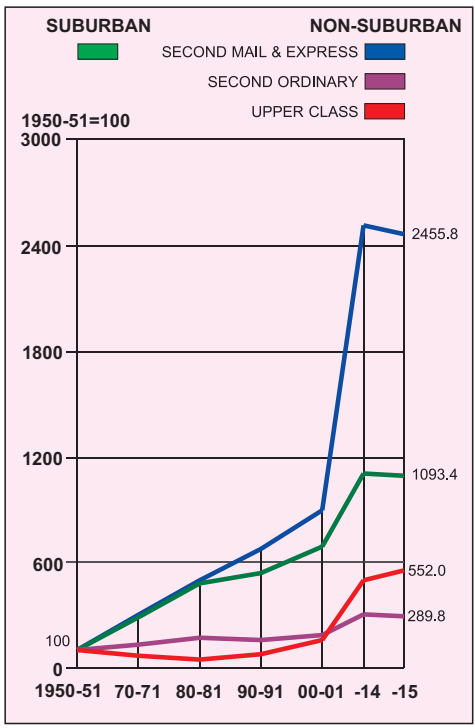
- **Expansion of Passenger Reservation System:** During the year 2014-15, 55 new Computerised Reservation Offices were opened taking the total number of functional PRS locations to 3201.
- **Computerised Unreserved Ticketing System:** Computerised UTS counters were opened at 57 locations during 2014-15 taking the tally to 5,835 UTS locations.
- **Next Generation E-ticketing System:** E-ticketing website www.irctc.co.in was upgraded with launch of Next Generation E-ticketing System. The upgraded website can book 7,200 tickets per minute as against 2,000 tickets per minute earlier. The per minute online ticket booking capacity has further been increased to 12,900 tickets with addition of new servers.



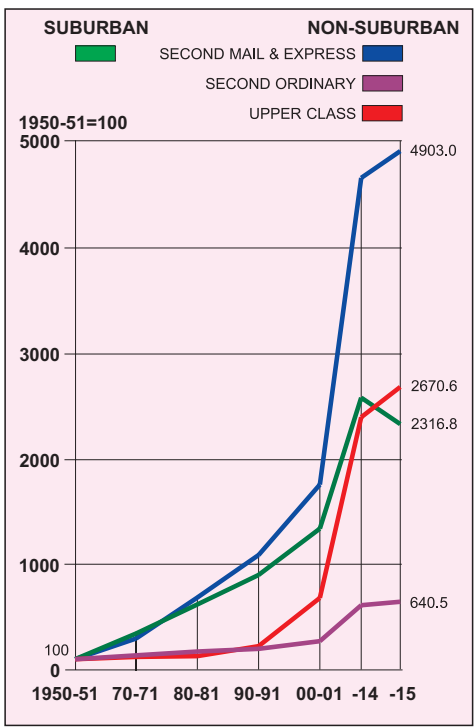
LED light decoration by Eastern Railway at Howrah Station

- **Electronic Reservation of Wagon Demand:** Electronic Reservation of Wagon Demand for freight traffic was launched during the year. It would help in customer convenience and greater transparency.
- **Mobile Application for Train Enquiry:** Mobile Application for Train Enquiry on Windows and Android platforms to provide train running position to passengers was launched during the year.
- **Booking of Unreserved ticket from Mobile:** Unreserved ticket booking on mobile phones was introduced at Mumbai and Chennai suburban sections during the year.
- **Complaints and Suggestions Portal:** An upgraded Complaints and Suggestions Portal coms.indianrailways.gov.in was launched during the year. A mobile application for Complaints and Suggestions was also launched.
- **Paperless Offices on Indian Railways:** Pilot project for Paperless Office was introduced in some Directorates at Railways Board. It will be further expanded in due course.
- **Biometric Attendance System:** Biometric Attendance System was introduced at Rail Bhawan.

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- **E-ticketing Application for Visually challenged persons:**
E-ticketing application was modified to make it accessible to visually challenged persons.

Railway Users' 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), Konkan Railway Users' Consultative Committee (KRUCC), Metro Railway Users' Consultative Committee (MRUCC), Suburban Railway Users' Consultative Committee and Station Consultative Committees at important stations provide useful inputs to Railway administration.

DRUCCs, were reconstituted for a two years term with effect from 01.08.2014 and ZRUCCs, KRUCC & MRUCC have been reconstituted for a two years term from 01.10.2015 to 30.09.2017.

LHB Coach:

Following the introduction of the first rake of indigenously designed LHB coach in December 2003, 21 Rajdhani and 20 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.

Cleanliness and Hygiene:

- **Intensive mechanized cleaning of coaches:**

Intensive mechanized cleaning of coaches in the coaching depots through professional agencies is being carried out. Heavy duty machines such as high pressure jet cleaners, floor scrubbers, vacuum suction cleaners etc. are deployed for the purpose. This has already been implemented in 123 coaching depots on different Zonal Railways.

- **Clean Train Stations scheme:**

To bring about improvement in enroute cleaning of trains, 'Clean Train Stations' Scheme was launched for mechanized cleaning attention to passing through trains during their halts at selected stations. 36 such Clean Train Stations have been made operational so far.

- **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 about 600 pairs of trains. The scheme is further planned to be expanded to cover all long distance Mail/Express trains excluding purely overnight trains.

Provision of dustbins in Non-AC coaches:

Dustbins are already being provided in AC coaches. To meet the objective of Mission 'Swachh Bharat Abhiyan' it has been decided by the Ministry of Railways to provide dustbins in Non-AC ICF design coaches as well. Accordingly, all newly manufactured coaches are now being provided with dustbins. Besides, retrofitment on existing coaches is also being undertaken in phased manner.

Proliferation of Automatic Fire and Smoke Detection System in Coaches:

With a view to improve fire safety in running trains, Automatic Fire and Smoke Detection System was provided on coaches of one rake of Train Nos. 22812 and 22824 New Delhi-Bhubaneswar Rajdhani Express as a pilot project. The system provides advance warning in case of any fire hazard in running train and thus enables the passengers to protect themselves from fire. Subsequently, two more rakes, one of New Delhi-Jammu Tawi Rajdhani and another of Kacheguda-Tirupati/Guntur AC Double Decker have been provided with this system. Based on the feedback, technical specification has been revised and air brake system has been interfaced with this system for stoppage of trains in emergency situations. 2,750 number of coaches have been further planned for provision of this system including 1000 number of Non-AC coaches.

Provision of Braille signage in passenger coaches:

Presently coaches are provided with signage, instructions, seat number etc which are mostly in the form of vinyl stickers/metallic plates and have no Braille characters. It has now been planned to provide signages incorporating the information in Braille form also for the aid of visually impaired passengers in all the coaches. ICF/Chennai has developed technical specification in consultation with Blind Associations for implementation in different types of coaches. Provision of Braille signage has been planned on newly manufactured coaches as well as retro fitment on existing coaches in a phased manner.

Provision of Double Acting Compartment Doors in air-conditioned coaches:

For improving evacuation measures from AC compartments in case of fire emergencies, Board has recently advised PUs to develop AC compartment doors which can be opened from both sides (i.e. inside and outside). Presently AC compartment doors open only towards inside compartment. This was also one of the CRS recommendations in a Fire Accident case. It has been planned to make such provisions in all the coaches.

Setting up of mechanized laundries for washing of Linen:

To improve upon the quality of washing of linen supplied to the passengers in trains, Indian Railways have identified 64 major coaching depots locations for setting up of mechanized laundries. 40 such laundries have been commissioned so far. Action is underway for commissioning laundries at other identified coaching depots.

Catering Services:

A Catering Policy 2010 was 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 2014-15, catering facilities were provided through:

Pairs of trains with pantry cars/mini pantries	338
Train side vending Units	625
Food Plaza/Fast Food units	188
Automatic Vending Machines	572
Jan Ahaar Units	46
Milk Stalls	704
Other static catering units	8639
Book Stalls	1007
Curio Stalls	391
Exclusive Chemist stalls	20

The sales turnover of departmental catering units during 2014-15 was ₹ 343.79 crore as against ₹ 365.87 crore in the previous year and the licence fee realized from the catering/vending contractors was ₹ 489.80 crore in 2014-15 as against ₹ 350.45 crore in 2013-14.

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.	Latest cost (₹ in crore)	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
2	Noapara-Barasat via Bimanbandar	18.00	3159.59	2010-11	Not fixed#	Railway
3	Baranagar-Barrackpore & Dakshineswar	14.50	2069.60	2010-11	Not fixed#	Railway
4	NSCB Airport-New Garia via Rajarhat	32.00	4259.50	2010-11	Not fixed#	Railway
5	Joka-Binay Badal Dinesh Bagh via Majerhat including Joka-Diamond Park Phase-I.	18.72	2913.50	2010-11	Not fixed#	Railway
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
7	East-West Metro corridor, Kolkata from Howrah - Salt lake-Maidan	14.67	4874.58	2012-13	2019-20	74:26 (Rly.: MoUD)
Mumbai :						
1	Belapur-Seawood-Uran	27.00	1803.17	1996-97	Not fixed#	1:2 (Rly. : CIDCO)
2	Mumbai Urban Transport Project (MUTP) Ph.-II	63.89	7611.00	2008-09	2019-20	1:1 (Railway & State Government))
3	Running of 12 car trains on Harbour lines	-	714.10	2012-13	2016-17	1:1 (Railway & State Government)
Chennai :						
1	Extension of MRTS Phase-II from Velachery to St. Thomas Mount	5.00	495.74	2006-07	Not fixed#	1:2 (Railway & State Government))
Hyderabad/Secunderabad:						
1	Hyderabad/Secunderabad Multi Model Transport System (MMTS) Phase-II	101.05	816.55	2012-13	2017-18	1:2 (Railway & State Government))

**Dum Dum-Noapara has been completed on 10.07.2013.

#Target not fixed due to non availability of land.